Telehealth Patient Information Sheet

What is Telehealth?
Telehealth is the use of video and audio technologies to support long-distance services between behavioral health and medical providers and their patients.

What is Zoom?
Zoom is a HIPAA compliant video and audio conference service. More information can be found at
https://www.zoom.us/

What equipment do I need to join a session?
- A computer, tablet, or phone.
- An external or integrated webcam.
- An external or integrated microphone.
- Internet connection

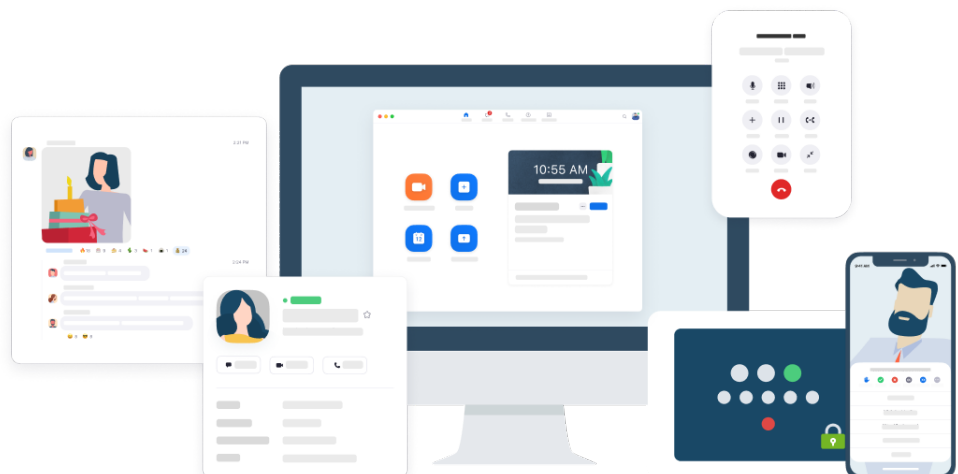**Do I need a specific internet browser to access from my desktop or laptop?**
- Google Chrome
- Mozilla Firefox
- Safari

How do I access from my phone or tablet?
- You will need to download Zoom mobile apps for iPhone or Android

How do I join our session?
See "Telehealth Patient Walkthrough" for step by step instructions.

Your safety is a top priority for us!

Because we are reducing our live sessions, we can let you know the times that your Outpatient location is less likely to have a high volume so that you can get in and out as quickly as possible while minimizing your exposure to others.

What happens if I lose connection during the session?
You can return to the session by clicking the link from your email or accessing the meeting from your Zoom app.

Connectivity Recommendations:
- We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider. If using Wifi, make sure your signal is strong, and stay as close as possible to the Wifi access point.
- Speed Test: Check your connectivity strength by performing speed test via: https://fast.com/. We suggest having more than 1024 Kbps (1Mbps) bandwidth to support HD resolution meeting.
- Shut down all background applications to ensure Zoom receives the majority of your internet's bandwidth, especially applications that use your camera.
- Laptop Battery: For laptops, make sure your computer is not in a low battery state. Plugin the power cord and if using windows, change your power settings to "high performance".
- Limit Household Bandwidth In Use: Try to avoid having other activities competing for Internet use at the same time as your telehealth video calls. For instance, if you have quality issues, ask others in the household to refrain from watching streaming videos, downloading files, or playing online games during your telehealth sessions.

Setup Recommendations:
- *Lighting:* Make sure the light source is not behind you and your room is well lit.
- *Background:* When joining from home, background is important as others could see what is happening. Choose a spot with neutral background.
- *Quiet Location:* Try to avoid noisy common areas. Instead, join from a quiet location whenever possible.
- *Camera Angle:* By using self-view, you can test the angle of your camera and position yourself. Look into the camera lens while talking to make eye contact with your audience.
- *Mute:* Keep your mic muted whenever you are not speaking. When muted you can use push-to-talk by pressing and holding "T" (or the space bar).

How do I pay for my co-pays or deductibles?
Some insurance companies are providing incentives for members who utilize telehealth, such as co-pay waivers. We recommend that you call our administrative staff to discuss and review your insurance benefits and co-payments before engaging in a telehealth session. Payments can be provided over the phone or by visiting out secure payment portal located at: https://www.ashleytreatment.org/admissions/payment-options/

What do I do about toxicology screenings if all of my treatment is telehealth?
For now, we are asking that all patients* report to the office to provide an observed toxicology screening. The frequency is individualized and may range between twice weekly to monthly. Expect to receive a message from the nursing team related to your screening schedule and expected timelines to present.

Patients not permitted on site due to possible COVID19 symptoms or exposure should reach out to their assigned counselor for instructions on how to proceed.