



HOW TO MEET WITH YOUR THERAPIST ONLINE

If you've never experienced online healthcare before, you might feel a little intimidated at the thought of meeting online with your therapist. But with a bit of preparation, and if you follow the instructions outlined below, we think you'll find that it's really not that hard! And more importantly, this will allow you to meet with your therapist in the safety of your home.

The company that we are using as a host for our online therapy sessions is called "Zoom". Zoom offers a secure, private, HIPAA-compliant, high definition video interface that is as close as possible to the experience of meeting in our office. It is widely used in the Mental Health and Medical industry.

Prior to your appointment, you will receive a link or a meeting identification number that will come from either our office or from Zoom. This will either come by email, text or voicemail depending on your preference. We will review your preferences and review this procedure with you by phone prior to your first online appointment.

1. What You Will Need:

- Device to connect to the internet that has a camera and microphone-This can be a laptop or desktop computer, an iPad or other tablet device or a smartphone like an iPhone or an Android.
- An internet connection-Ideally, this will be in a private location that has relatively fast and reliable internet connection.
- Headphones (optional)-Some individuals have found that headphones reduce any echo or background noise
- Private area-To get the most out of your session with your therapist, it is best to plan ahead to make sure that you have a private setting for the entire duration of the appointment. The exception is if some or all of your family or a significant other is involved in your treatment, then be sure that they are also available in the private setting of your choice. If you want to include a family member into the session who is not at your location, please let your therapist know as soon as the session starts so that they can be invited to join.

2. Installing Zoom On Your Device

- You must have Zoom downloaded on your device, but you **do not need to create a Zoom account.**

- Zoom usually downloads automatically when you click the meeting link in the appointment email but you can install Zoom before the appointment on your device here: <https://zoom.us/support/download>
- Zoom is available to be installed on a laptop, iphone or android device, and **you do not need a Zoom account** to join the session

3. Testing Zoom

- The easiest way to test and make sure everything is working is to **join a test meeting**, which can be done at the following link: <https://zoom.us/test>
- Consider using the 'Test my Audio' feature within Zoom: https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio?mobile_site=true It will have you speak into the microphone, and then it will replay the sound back to you.

4. Avoiding Common Pitfalls In Online Appointments

You will want to make sure you:

- Give your computer/device permission to use the camera and audio.
- Can see yourself in the app. If instead of seeing yourself you see your name, or an icon, then your camera is not working properly.
- Do not have an external speaker or headphones that will automatically connect unexpectedly.
- Have a front-facing camera and microphone. While any device with the basics will work, please understand that newer/faster devices are preferred as they will have better quality camera and will transfer data more efficiently.
- Make sure that your microphone is not on mute. If that is the case, you'll see an icon on the Zoom app with a microphone and a red line through it — click that to unmute it.

If you have any problems with setting things up, please contact our office by phone (562-799-6700) or by email (belmontshorepsych@gmail.com) and we will be happy to assist you.