



## Telehealth Hints and Tips for Clients

### Things you should know

1. Confidentiality will be upheld as per any face to face appointment
2. Your psychologist will ensure that they are in a quiet, confidential setting when they join you for an appointment
3. Confidentiality is limited by the technology that we use and we have chosen CoviU because it is considered to be a safe platform. Your psychologist will not film your appointments unless already discussed with you and you can protect yourself by ensuring that you are in a quiet and confidential place for our appointments.

### How to set up prior to your first appointment

If you feel confident using technology then you will find CoviU to be easy and intuitive. If you are less confident then please practice beforehand and one of our receptionists will be happy to do a test run with you to make sure that everything works.

All you will need is a computer or device with a Google Chrome or Firefox browser, an inbuilt camera or webcam and inbuilt or external speakers or headphones. You do not need to install any special applications. We will simply meet in a private online 'room'. If you are going to be joining your appointment from a device or smartphone, we recommend downloading the free CoviU app. You can test your hardware and software setup at: <https://tools.coviu.com/precall/>

Please make sure you have sufficient bandwidth at the location that you are joining from. It should be a minimum of about 300Kbps (or 0.3 Mbps). You can test your bandwidth at: <http://www.speedtest.net/>

Please note that CoviU is a safe and secure environment. None of the data that is exchanged in a CoviU call is saved anywhere. All of the call, including audio, video and data, is encrypted between you and the psychologist so nobody can listen into the call.

The next page gives a step-by-step guide to using CoviU for telehealth appointments.

## **Using CoviU for telehealth appointments**

1. If it is your first appointment with Benchmark Psychology you will have been sent a Client Information Form and Consent Form. Please complete and return these at least 24 hours prior to your appointment.
  2. When it is nearly time for the appointment get yourself set up somewhere quiet and confidential and sit far enough from the computer and with enough lighting to let your psychologist see you clearly. They will do the same. If you are a couple or family it is best if you are all in one room using the same camera but if necessary a meeting can be conducted with multiple cameras.
  3. Ensure your camera and microphone are on and use the precall test link given above.
  4. Click on the link provided in your email or via our website where it says 'Enter our Online Reception'. This will take you to our online waiting room and then payment is required before you can wait for your psychologist to meet you.
  5. You are directed to take a photo and provide some personal information. This is just to inform the psychologist about who is in the waiting room - none of this information is stored by CoviU or reused anywhere else. If you would prefer not to take a picture of yourself, just lean out of the camera angle and snap. Enter your name and click continue.
  6. Wait until your psychologist accepts you into the meeting. At the start of the appointment your psychologist will ask you to complete a questionnaire that allows us to track how things are going for you. If there are any audio / video problems you can use the chat icon to write to your psychologist until they are resolved. If there is a significant problem with video / audio we will phone you so please keep your mobile phone nearby.
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Your telehealth experience will be best if you:

- ensure that you have a private, quiet, dedicated place for our meeting.
- make sure that you have all that you need at your fingertips, for example; notes, books, notepad, pen and a drink.
- remove distractions; ensure that the TV, radio, or other computer applications are turned off.
- have had a few minutes to prepare yourself before the meeting, so that you are relaxed and focused, not rushed with scattered thoughts.
- consider this a normal appointment, the same as if visiting your psychologist in their office.