Champion
State of Mind

Mental Health Solutions Focused on You

How to Join Your Telehealth Session

This guide will tell you everything you need to know about Telehealth and how to join sessions using TheraNest, the tool we use at our practice.

What is Telehealth?

Telehealth is the use of video and audio technologies to support long-distance services between providers and their clients.

What is TheraNest?

TheraNest is a practice management application that I use to organize my appointments, notes, and billing. TheraNest is HIPAA compliant and secure.

What equipment do I need to join a session?

You will need the following to join a Telehealth (online therapy) session with your provider:

- A computer, tablet, or phone (no applications or software download needed).

- An external or integrated webcam.

- An external or integrated microphone.

- An internet connection with a bandwidth of at least 10 MBPS. We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider. You can check your internet speed here.

- Shut down all background applications to ensure Telehealth receives the majority of your internet's bandwidth, especially applications that use your camera.

Check out our Telehealth infographic below for best practices when setting up the optimal Telehealth space.

Do I need a specific internet browser?

If you're using a Desktop or Laptop, we recommend:

- Google Chrome

- Mozilla Firefox

- Safari

We recommend the below if you're using a tablet or mobile phone:

- Android - Google Chrome

- iOS (iPhone or iPad) - Safari

How do I join our session?

It's as easy as clicking the unique link shared by your provider. There are **no apps to download**.

Join your session from a mobile phone, tablet, or computer. Just click, enter your name, and Join.

Will our sessions be recorded?

No. TheraNest does not allow for session video or audio to be recorded.

Your Telehealth Session

In order for you to join a Telehealth session a unique URL must be provided to you by your provider. If you do not have a link you must reach out to them to retrieve the link.

You do NOT have to download anything to securely join the Telehealth sessions. You will be able to join from your phone, tablet, and computer. The Telehealth session windows are fully responsive and will adapt to the screen size of your device.

To join from the URL: copy and paste the URL link you receive from your provider into an internet browser window.

To join from the Client Portal: Log into the Client Portal, click your Appointments tab, find your appointment, click "Start Session."

Allowing Camera and Microphone Access

Your internet browser should prompt you to "allow" camera and microphone access. This is a critical step! Otherwise, your provider will not be able to see or hear you in the session.

Waiting Room

When you first join the session, you will be in the virtual waiting room. This is where you will enter the name you want your provider to use, as well as check your settings to make sure you are using a strong internet connection and have good video and audio connectivity.
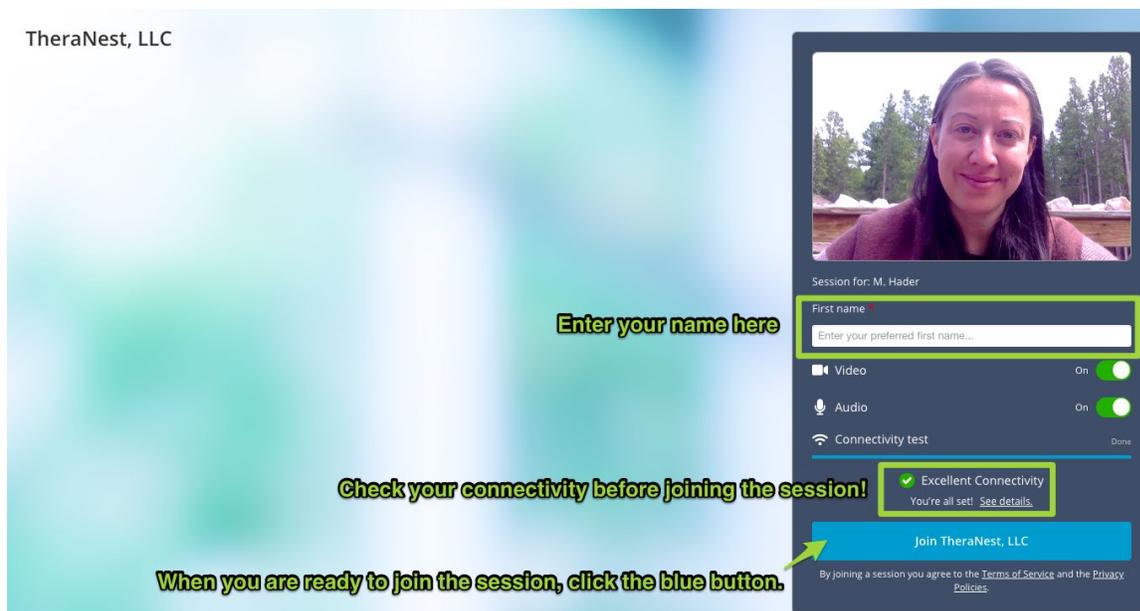
If you don't see the blue button, that means your provider has not yet joined the session on their side. This will update as soon as they join the session. Once you click the blue button, you will be joining your provider in the session!

If you are having difficulty, please contact our office at 1-800-592-0180 or email us at info@championmind.org and we will be happy to answer your questions.

GETTING STARTED WITH
TELEHEALTH

PREPPING FOR YOUR SESSION

Light
Choose a well lit area for your sessions. Do not place light sources behind you. Keep background spaces clutter-free.

Noise
When conducting sessions, ensure that noise from your environment (doorbells, phones, etc.) is silenced or minimized to avoid distraction.

Privacy
You need a private, confidential space for Telehealth sessions. Make sure no one else is within hearing range.

Must Have: A secure, HIPAA compliant videoconferencing system
(Like Telehealth in TheraNest)

EQUIPMENT

- Computer, tablet, or phone
- External or integrated webcam & microphone
- High speed internet connection

Pro Tip: How you position your webcam matters.

Place your webcam in a position that shows your whole face and allows you to maintain eye contact. Test your webcam positioning before starting your session. Remember it can be distracting for your viewer if you are looking at other screens or not fully in the frame during your session.

TELEHEALTH DO'S AND DON'TS

✓
- Use the latest version of Google Chrome or Safari.
- Check your audio and video connection before your session.
- Find a confidential, distraction free space.
- Shut down all other background applications on your computer, table, or phone to ensure the best connection.

✗
- Do not conduct sessions in cluttered or public spaces.
- Do not do other work or get distracted by outside items.
- Avoid conducting sessions in poorly lit spaces.
- Do not dress inappropriately.
- Avoid keeping the other person waiting.