

GETTING STARTED GUIDE

Telehealth

by  simplepractice

This guide includes basic tips and instructions on how to join a video session, as well as some FAQs to make your first video call a success.

To prepare, please review the following information before your first video appointment. You may still have questions, so please do not hesitate to reach out.

What is Telehealth?

Through audio and video over the internet, you can meet with your clinician on-the-go from your desktop, laptop, tablet, or mobile device (iOS or Android)—it's your choice!

Telehealth allows us to connect anywhere with secure and convenient appointments that save you time and hassle. There's no need to deal with traffic when you can schedule and attend your appointments directly from a laptop or mobile device.

What equipment do I need?

To participate in Telehealth appointments from your home, you need one of the following devices:

1. Desktop computer with a webcam and speakers
2. Laptop computer with built-in webcam and speakers
3. Tablet device with built-in webcam and speakers
4. Smartphone (Note: To use a smartphone, you must first download **Telehealth by SimplePractice**—available for iOS or Android in the app store)

You will also need an internet connection that is at least 0.35 mbps. For optimal results, a reliable, high-speed internet connection with a bandwidth of at least 10–15 mbps will minimize connection issues and provide the best quality.

Note: We recommend using the SimplePractice Internet Connection Test: video.simplepractice.com/connection-test

