

# Teletherapy Video Tips

Cordelia Kraus, LPC, CADC-1 | Vital Space, LLC

Here are some information and tips to getting the most out of your distance-therapy sessions:

## Using the video platform

1. I use Simple Practice for my HIPAA compliant video platform. This is the same platform that I use for my electronic health records and feel confident about their handling and security of your information.
2. To do a video call, it is best if your computer or phone has the ability to transmit data at a minimum of 10 Mbps (Megabits per second). To test your internet speed type "internet speed test" into your browser and select an option. If you find your speed to be lower than 10 Mbps, likely video disruption or lag will ensue. Some options are to go to a different spot in your location or to connect with the internet via cable, as opposed to WiFi. If the video is too laggy, we can always switch to phone.
3. Getting onto the platform is relatively easy. You will receive a link in your email to attend the video session and how you enter the session will differ slightly depending on if you are using a computer or a phone.
  - a. By computer: simply click on the button provided in the email
  - b. By phone: the first time you will need to download an app, then follow the instructions from there.
4. I will aim for initiating the session precisely on time. Should there be technical difficulties or delays, I will give you a call or text as an alternate plan. If we get disconnected during the video call and I cannot fix it within 2 minutes, I will also give you a call. Feel free to call or text me at any time.
5. In order for Simple Practice send the email link stated in #3, you will need to receive email reminders for our sessions. This means you will receive an email notification 48-hours before session and a second email notification, including the link, 10-minutes before session. I will turn on email reminders for any client who is engaging in telehealth via video so that you can easily access the link. You have the option to unsubscribe from this email reminder, however that also means that you will no longer automatically receive the link to open the video session 10-minutes before session.

# Complete the Telehealth Informed Consent Form

1. I will be sending out the Telehealth Informed Consent Form individually to clients. When you receive the email notification that a document is available for you in the client portal, please log into your portal, review the form, and sign it if you feel comfortable. Please let me know of any questions or concerns you may have. If you cannot remember your password into the client portal, just let me know and I'll reset your password.
2. Please sign this form before your next telehealth session with me.

## Preparing your space

1. Privacy: I will maintain a confidential environment at my location; you are responsible for creating a space for you that is private and out of the hearing range of others. If your environment changes mid-session and you no longer have privacy, we can disconnect the session. Please see the Telehealth Informed Consent Form for more information.
2. Distractions: Please reduce distractions as much as possible, including TV, computer programs, etc. If the video quality is laggy enough to be a distraction, we can switch to phone. Please do not drive during either video or phone sessions.
3. Lighting: Ideally, you want to be in a well-lit room with light coming from behind the computer or phone. If you are in a space where most of the lighting is behind you, this creates shadow that greatly decreases my ability to see your face clearly.
4. Unplug: If you use a voice-controlled electronic device (Alexa etc.), remember to unplug the device(s) to minimize distractions and prevent any concern for third party recording or random interruptions.
5. Camera Setup: It is preferable if your computer or phone camera is straight in front of you, close to eye level. This allows your session to feel as close to in-person as possible. Additionally, if you are speaking on your phone or a tablet, it is ideal to find a place to set the device down and preferably in a stand. This keeps shaking and movement to a minimum, allowing for better communication.
6. Audio: If you have trouble with the sound for any reason, consider using headphones. They will block out any peripheral noise and allow you to concentrate on your session.

Of all of these tips, of highest priority is safety and privacy. The other tips improve the quality of the video, which create the conditions for a better call, but at the end of the day it's safety and privacy that matter most to me.

As always, please let me know if you have any questions, suggestions, or concerns!

*Cordelia Kraus*

*LPC, CADC 1, certified CRAFT clinician*

*pronouns: she/her/hers*

*Vital Space, LLC*

*503-662-2944*

[cordeliakraus.com](http://cordeliakraus.com)

[soberfamilies.com](http://soberfamilies.com)