
Helpful Tips for Phone, Computer, Internet use with Telehealth

- Many of the leading TeleHealth providers (Examples: Doxyme and TherapyNotes) are dependent on broadband speeds of the internet on BOTH sides, your internet server, and your counselors internet server. Problems on either end can interfere with a good connection.
- Even with the best internet servers access at times may become extremely limited or even crash. Example, some individuals with highspeed fiberoptic service that normally runs 400 to 450 speeds, now may get 80 or 90 mbps.
- Using your phone to do video telehealth:
 - Most phone towers providing service to phones are primarily set up for voice communication. The current amount of video streaming is quick to overload the system. It is important to connect to a wi-fi before your telehealth session. If you are using your phone and do not have wi-fi there will likely be frequent disruptions and/or disconnections.
 - Keep your phone power charger at hand. Video streaming on a phone consumes the battery very quickly. If there is no charger at hand the session will end quite abruptly.
 - Many phones when they get a text or incoming phone call will mute the sound or stop streaming the video image. It is important to put your phone on “Do Not Disturb” to prevent this from happening.
- If you are at home doing TeleHealth, if anyone else in the home is streaming at the same time, or starts streaming while you are in session, this will shut down most Telehealth sessions. Most home systems are unable to have multiple family members streaming (Netflix, music, YouTube, etc.) and still have a successful Telehealth session. It is recommended to limit all other streaming services in the home during telehealth.
- When broadband speeds begin to drop it is not uncommon for video to be dropped first while audio continues. This is normal. When the broadband speeds increase video connection will come back. If both are lost that means the broadband speeds have dropped too low.
- It is important to know how to reboot your camera and microphone. If video or audio shuts down, you might need to shut everything off then try again.
- It is important to have all the latest updates on your phone or computer.