

# Helpful Hints for Telehealth

Counseling Offices of Randy L. Crownover, LMFT, LLC

Telehealth can be safe, secure, and easy. There are some things that can get in the way.

## Check your equipment

- Is your equipment past its usable life?
- Is your equipment working properly?
- Is your operating system up to date?
- Are there “permissions” that could block “GoToMeeting”?
- Are you using a virus protection or other software that could block “GoToMeeting”?

## Check your internet service

- Is the signal fast enough?
- If you are using a wireless network, are you too far from the router?
- Are there other devices using your account that take signal away from you?
- If you are relying on your phone service, you may not have sufficient signal strength to manage the session.

## Problems with sound

- Check to see if you have authorized the use of your microphone on “GoToMeeting”
- Check for equipment problems
- Check your connect speed (if it’s too slow you may get video with no sound)
- You may need to leave the session then return to reset “GoToMeeting”
- I can send you information that will allow you to share your voice by your phone either as a conference call (if you are using your phone to connect or along with another device that will provide the video connection. “GoToMeeting” will sync the sound with the voice to help ensure the best quality experience possible.)

## Problems with video

The major problem with video is “pixelization”. The video will look “broken up” into little squares. This is generally due to slow connection speed for your device.

## If you are using your phone

If you have a way to prevent calls from coming in, I encourage you to use that feature. Some phones provide a way to delay calls for a time until you are ready. Phone calls may not only interrupt the session. In some instances, they disrupt the connection requiring you to leave then return to reset the connection with “GoToMeeting”.

## If you have problems

I will use the chat feature to help communicate with you and resolve your problem. In some cases, I will call you on the phone and help you work through your difficulty.