



TELEHEALTH RECOMMENDATIONS & TECHNOLOGY REQUIREMENTS

Telehealth is a way to meet with me remotely using your desktop, laptop, tablet, or mobile device. It allows us to connect from anywhere (within the state of Illinois) securely and during convenient appointment times.

These recommendations and technology requirements help to make the most of your telehealth experience while ensuring the security of our connection via video conferencing.

Recommendations

- Identify a suitable room that is quiet, private, and free of distractions
- To keep background noise to a minimum
 - Close doors
 - Shut windows
 - Turn off the television/radio
 - Keep loud pets in another room
- Public spaces (e.g. libraries, coffee shops) are not suitable for telehealth services
- To improve the quality of teleconference connection
 - Close or shut down any other applications running in the background
 - Used wired/ethernet rather than wifi

What to Expect on the Day of Our Telehealth Session

- You'll receive an appointment reminder by email
- Embedded in this reminder is a unique URL/web address dedicated to your session
- If you're using a desktop or laptop computer, you can click on the link to open the meeting
- If you're using a smartphone or tablet, you'll want to download a free application from your device's app store
 - If I am in the room, you'll see my face on the screen
 - If I am not in the room, you'll see yourself
 - Please be patient as you wait for me to join, I may be finishing up with another client
- If you have any trouble, email me at sandra@pathwaysofvitality.com

TECHNOLOGY REQUIREMENTS

You may want to test your internet connection speed by using an online [internet speed test](#). If the results are less than 10 mbps, we may experience connectivity issues.

You may want to test the software using a Pre-Call Tool. This checks your hardware and the audio/video quality. You will have to grant permission for the tool to access your microphone and video camera. After a few moments, it will display results.

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INTERNET CONNECTION REQUIREMENTS

- Reliable internet connections
- High speed internet connection of at least 10 mbps

MINIMUM DEVICE REQUIREMENTS

Laptop or Desktop Computer

- New computers purchased in the last two years
- At least 2.5 GHz processor
- At least 4 GB of RAM

OPERATING SYSTEM REQUIREMENTS

Laptop or Desktop Computer

- macOS 10.15 Catalina (latest version, recommended)
- macOS 10.14 Mojave
- macOS 10.13 High Sierra
- macOS 10.12 Sierra
- Windows 10 (latest version, recommended)
- Windows 8
- Windows 7

iOS Devices (iPhone or iPad)

- iOS 12 or higher

Android Devices

- Android 7 or higher

WEB BROWSER REQUIREMENTS

Laptop or Desktop Computer

- Google Chrome v77
- Mozilla Firefox v64
- Apple Safari version 12
- Microsoft Edge

Please Note: Due to security concerns Microsoft Internet Explorer is NOT recommended

iOS Devices

- Specific application required cannot use iPhone or iPad web browsers
- Search the app store on device for *Simple Practice Telehealth* for free application

Android Devices

- Specific application required cannot use phone or tablet web browsers
- Search app store on device for *Simple Practice Telehealth* for free application