

# Basic Tips for Adults Using Telehealth

Telehealth sessions can feel different from the office-based sessions you are used to. Telehealth services are effective and continuing to work with your provider in this new way will help you continue to make progress on your goals. Here are some tips to make telehealth sessions work well:

## Privacy is Important for Your Session:



- Talk with your family about different options, such as using the quietest room or space, sitting in a car or available outdoor space, or arranging for your family to take a short walk while you speak with your provider.
- Adjust the camera so your provider can also see the door. This will immediately alert them if your session is no longer private.
- Try using headphones and the chat function to reduce the chances that others may overhear what is said during your session.

## Time, Space, and Equipment:



- Use both audio and video when possible.
- Face a light source or window rather than having it behind you when using video.
- Let your provider know if you are having internet issues. Make sure they have your phone number or email address to contact you to continue the session if the internet connection fails.

## Be Prepared:



Many people use the time while traveling to appointments or while in the waiting room to organize their thoughts about their upcoming session. Try to take 15 minutes before your session to make a short list of what you want to talk about.

## Be Descriptive:



Although telehealth services can be a great way to receive care, some types of communication such as body language can be hard to convey through video. Ahead of time, think of specific examples of things that happened to you or feelings you had that you want to talk about. Be as clear and specific as possible to help your provider know how you're doing.

## Point of View:



Consider your goals from your point of view rather than how others are reacting to social distancing. For some, this change in normal routines can lead to **positive opportunities** to connect differently with family, engage in new hobbies, or have more time to rest and relax. For others, this change may have brought on **new challenges** and they may find that they need to lean more on others to help manage responsibilities and stress. Talk with your provider about what you're seeing and hearing from friends, family, and social media and how it's impacting you.

## Discuss Immediate Concerns:



If you have an emergency or have serious concerns, share them with your provider. Everyone is facing new challenges and your provider may help you create a plan to stay safe, or to seek additional support or resources.