

How to Join Your Telehealth Session (8/15/20)

- **What is Telehealth?** Telehealth is the use of video and audio technologies to support long-distance services between providers and their clients.
- **What is TheraNest?** TheraNest is a practice management application that LWC uses to organize appointments, notes, and billing. TheraNest is HIPAA compliant and secure.
- **What equipment do clients need to join a session?** Clients will need the following to join a Telehealth (online therapy) session with your counselor:
 - A computer, tablet, or phone (no applications or software download needed).
 - An external or integrated webcam.
 - An external or integrated microphone.
 - An internet connection with a bandwidth of at least 10 MBPS. We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider
 - Shut down all background applications to ensure Telehealth receives the majority of your internet's bandwidth, especially applications that use your camera.

Do clients need a specific internet browser? If you're using a Desktop or Laptop, we recommend Google Chrome, Mozilla Firefox or Safari. We recommend Android – Google Chrome or IOS (iphone or ipad) – Safari.

How does the client join the Telehealth session?

1. Please call LWC front desk support staff at (817) 238-0106 approximately **10 minutes prior to your Telehealth session** in order to get you checked in by phone and collect payment (insurance co-pay or session fee).
2. The front desk support staff will ensure we have client informed consent form on file for Telehealth Services and send a link for the session while we have you on the phone! You may also access your Telehealth session directly from the client portal. Note: Client online portal is where you originally signed in as a new patient to complete LWC registration paperwork. No link is required if client prefers to login to the secure client portal site.
3. At your scheduled appointment time, click the unique link shared by LWC. There are **no apps to download**. Join your session from a mobile phone, tablet, or computer.
4. Click on the link, enter your NAME, and click JOIN for your virtual session to begin.
5. Your session will last up to 50 minutes in length. Your counselor will schedule a follow-up session or client may call the front desk at (817) 238-0106 to schedule an appointment.



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