

## [How to Join Your Telehealth Session \(updated on 09/07/2020\)](#)

This guide will tell clients everything about Telehealth and how to join Telehealth sessions using TheraNest, the tool we use at our practice.

- **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 I 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 Wi-Fi 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 I 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. Log into your client portal through the TheraNest program (you can log in either through the appointment reminder emailed to you or go to our website, [www.lwc.care](http://www.lwc.care) and go to the "What Can I Expect" tab and click onto the client portal). Your portal link will be sent by email and text to you on the day of your appointment. **Telehealth session links for Monday appointments will be sent via email and text on Saturday.**
2. At your scheduled appointment time, click the "start session". You will be asked if "lwc.theranest.com" Would Like to Access the Microphone and Camera. Please click allow. Enter your preferred first name. Make sure that the video and audio tabs are in the on position. You will see "The session has not been started by its host. Once they start the session, you will be able to join." Once the therapist starts the session you will click join.
3. There are no apps to download. Join your session from a mobile phone, tablet, or computer.
4. 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.
5. Client's credit card on file will be charged the day of the session (insurance co-pay or session fee, if applicable).
6. If you are having technical difficulties or have any questions please call the front desk at (817) 238-0106.