

[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 to Join A Telehealth Session:](#)

1. Client shall log into the client portal through the TheraNest program (log in either through the appointment reminder emailed to you or go to LWC website, www.lwc.care and go to the “What Can I Expect” tab and click onto the client portal). Client portal link will be sent by email and text on the day of appointment. **Telehealth session links for Monday appointments will be sent via email and text on Saturday.**
2. At scheduled appointment time, click START SESSION. Client will be asked if “lwc.theranest.com may 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 counselor starts the session, client will be able to join. Click JOIN.
3. Session will last up to 50 minutes in length. Counselor will schedule a follow-up session or client may call the front desk at (817) 238-0106 to schedule an appointment.

4. Client's credit card on file will be charged the day of the session (insurance co-pay or session fee, if applicable).
5. If experiencing technical difficulties or have any questions please call the front desk at (817) 238-0106.