***Telepsychiatry FAQs for Patients***

* Join the video session a few minutes early to test your settings
* Treat telehealth sessions in much the same way you would a face-to-face session
  + Choose a space that is private (which might include your car) and away from distractions including children and other household members, coworkers, and pets
  + Try to give yourself a few minutes of transition time before and after the session
* Technical issues:
  + If you live in an area with slow internet, this can really affect the quality of your connection. Here are some basic steps that can improve the overall quality
    - Use wired Ethernet instead of Wi-Fi whenever possible. Wi-Fi will work, but you may experience a lag and interference, which can make your video and audio choppy. Wired internet will give you a much smoother, more consistent experience.
    - Test your internet connection speed.  For an easy way to test your speed, visit [http://www.fast.com](http://www.fast.com/) or [www.speedtest.net](http://www.speedtest.net/)
    - Close other programs. If you have several programs running in the background, closing them will almost certainly improve the quality. Also, make sure you’re not downloading any files during your telehealth session.
  + Audio-visual considerations
    - Consider using a headset or ear pods for additional privacy
    - Consider minimize your window so that you don’t have to watch yourself during the session
    - Try to avoid being backlit