



How to Prepare for a Video Appointment with Your Mental Health Clinician



Preparing for and participating in services conducted by phone and video are different than “in-person” services. Here are some tips and guidelines to help you have the most valuable experience possible.



Before the Day of Your Appointment

What you will need for video sessions (staff will provide resources and help you through these items)

- Computer** with a working web camera, speaker and microphone and high-speed internet; or a **smartphone** with strong connectivity
- Provide a **current email address**. You will need to use the email address we have on file to register for the MHCD App.
- Download the **MHCD App** to your smartphone or access via the web on your computer (app.mhcd.org) and go through the registration process to access the App. From the landing page on the MHCD App, you will be prompted to also download **Microsoft Teams**. You only need to download this to your device – you do **NOT** need to register for a Microsoft Teams account.

This is the software that creates a virtual service space for you and your provider. Many computers and laptops do not require you to download the app and will allow you to join on the web instead.

- Review and sign a **Consent for Telehealth services**. This is to help you understand the benefits and responsibilities of services delivered by phone and video.
- When being contacted via phone or video, please keep in mind you may be asked to provide two pieces of information to ensure your identity. This helps MHCD to protect your HIPAA rights and protected health information. Examples of identifiers may include your full name, date of birth, SSN, phone number, address, etc.

On the Day of Your Appointment



Preparing for a video session

- About 5-10 minutes before your scheduled appointment click on the email link or your appointment in the **MHCD App** to launch your video session. *Please keep in mind the provider may be running behind or also experiencing technical difficulties that may cause a delay.*
- Check your video:** Is your face within the camera frame? Is there enough light on your face so your provider can see you?
- If you experience technical difficulties, call in to the session using the phone number listed on the meeting invitation. Explain the situation when the therapist joins your session.
- Once you are both in the session give a call-back phone number to the provider in case there are technical difficulties during the session.





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Start Your Appointment

Remember you are on camera when using video. While you might be in the comfort of your home, during the session please dress and behave as you would if you were at an office visit.

Finding a quiet and private space for the session may be more difficult at your location than at our office. You will need to find a place that meets your privacy needs. Here are some ideas:

- Ear buds or headphones will help you hear the audio more clearly and reduce what can be overheard by others.
- Consider a room where you can close the door during the session. Some people have even mentioned using well-lit closets as their preferred option.
- If children or other people might be overheard or seen in the background during the session, let your provider know so they understand you are aware and comfortable with that level of privacy. Please also consider how your pets may be distracting during the session.
- Consider having all items you may need during your session within reach (IE: tissues, water, trash, charger).

If you will be driving during a scheduled appointment time, or when MHCD calls you, please consider the following in advance:

- Reschedule your appointment. 303-504-7900
- Inform the staff person of a better time to call you back.
- Pull over to a place where you can park your vehicle and more fully and safely participate in the service.

