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Tips for Successful Tele Mental Health Sessions

Create A Confidential Space

Things to consider:
Is the space private?

Can you lock the door?

If not, will others who have access to the space respect your request for privacy and not enter the room?

Can others outside the room hear you talking?
If so, can you create white noise with a fan or other form of background noise?

Consider using headphones or earbuds so that your provider's voice is kept private and is only hearable by you. This also will reduce any feedback noise, such as echoing.

Check Your Technology

For best outcomes use:
A laptop or desktop computer are ideal — preferably the biggest screen size that you have available to you (that you can also have in a comfortable, confidential space).
If you're using a tablet or phone, please prop up the device so that it is stable and that the camera is about level with your eyes.

Whatever device you're using, please make sure that the camera is about level with your eyes. It may require propping up your device or monitor on other items, such as books.
Please make sure that you're well-lit and don't have a bright light source directly behind you.

Clear Your Internet

For improved connectivity:
Be sure to move your computer as close as you can to your WiFi router (the box that makes the WiFi.) Or better yet — plug your computer into the router with a cable!
After that, you'll want to close out of any programs you don't need which use your Internet connection. Please make sure you are on a secure network as it reduces your risk of any confidentiality breeches.

Connecting to Your Therapy Session

You will receive the link for your video session via email. If you don't receive a link, please contact your therapist