

Telehealth Instructions for Clients

On your first appointment with telehealth you will received up to three separate emails:

1. An email from Zoom inviting you to Join a Zoom Meeting—see more detailed instructions below
2. An email from DocuSign asking you to review necessary paperwork.
 - If this is your first appointment, you will receive multiple documents to review and sign.
 - If you are an ongoing client, you will receive the Consent for Telehealth services, which we must have signed before engaging in the session.
3. If you owe anything for your appointment such as your regular copay, coinsurance, or amount toward deductible then you will receive an email from Square with an Invoice to be paid.

Please read below for instructions on how to use Zoom:

1. You will need a computer, tablet, or smartphone with speakers or headphones.
 - You will have the opportunity to check your audio immediately upon joining a meeting.
2. You will receive an email from your therapist using their Brighter Futures Counseling email account requesting videoconference through Zoom. Your email should look like this:

Sarah Reynolds is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting

<https://zoom.us/j/810979896?pwd=Q3ZBODhWeVpFUWRkU0lveEVJcVYz09>

Meeting ID: 810 979 896

Password: 011614

One tap mobile

+13126266799,,810979896# US (Chicago)

+19292056099,,810979896# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 929 205 6099 US (New York)

+1 253 215 8782 US

+1 301 715 8592 US

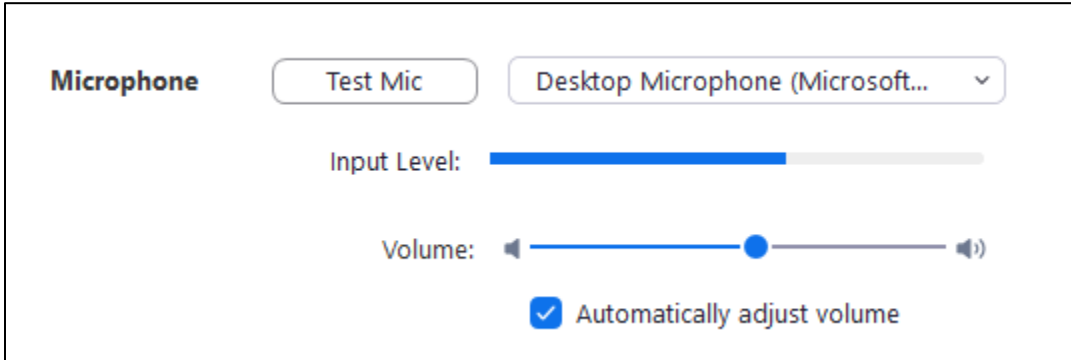
+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

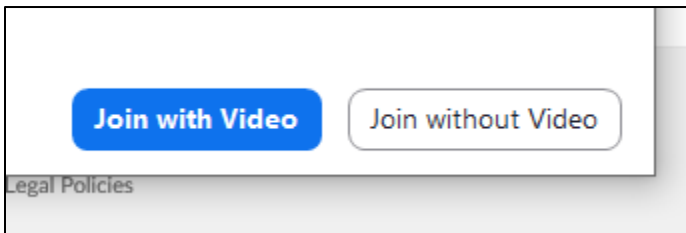
Meeting ID: 810 979 896

Find your local number: <https://zoom.us/u/abLNFXPaa8>

3. After opening the email, you will click on the “Join Zoom Meeting” link
4. Once in the meeting, you will need to ensure that your video and audio are turned on.
 - You have an opportunity to test your audio while waiting for your therapist by clicking on “Test Computer Audio.” You will see your input level moving as you speak—this lets you know that it’s working.



- Once you are satisfied that your audio works, click on “Join Meeting.”
 - i. Then choose “Join by Video”



- ii. The choose “Join with Computer Audio”

