



The Emily Program

Preparing for Your Telehealth Services

Below you will find information about preparing for Telehealth services at The Emily Program. Please take time to read through this document, as well as the “How to Access and Use SecureVideo” instructions and let us know if you have questions.

What You Need

- A private, immobile environment. Your privacy and safety are very important to us. *We will not participate in telehealth appointments that occur in a moving vehicle.*
 - If you are under 18 years old, a parent or legal guardian must be available during your intake assessment.
- A computer or tablet with internet access, a camera and microphone.
 - A cell phone may also be utilized. Access via cellular data does not provide sufficient connection and may result in costly charges to your phone bill.
 - If you do not have access to equipment or the internet, please notify Emily Program staff so that we may assist you with identifying an alternative, such as participating in Telehealth services from a TEP site utilizing our internet access and/or equipment.

Before Your Appointment/Session

- Install Zoom onto your device (note: SecureVideo uses the Zoom platform). Installation may take up to 5-10 minutes.
- Follow the steps provided in the “How to Access and Use SecureVideo” instructions.
 - Zoom is device specific. If you try to join a session from a different computer, phone, or tablet, you will need to download the Zoom app onto that device.
- Please plan to join your first session 10-15 minutes early to ensure you can join the telehealth appointment and that your connection is stable.

Reminders

- ❖ A Telehealth appointment means you will meet with the provider over SecureVideo from your home.
- ❖ You will receive an email or text from SecureVideo Support prior to your appointment/session.
 - To protect your privacy, your full legal name is not used in the email or text. Instead, we use initials plus medical record number or first name and last initial.
 - This email includes a link to join your appointment via Zoom.
 - If you do not receive an email from SecureVideo Support prior to your appointment/session, check your email’s Spam folder or call The Emily Program at 1-888-364-5977.

Thank you.
The Emily Program
1-888-364-5877