

Telehealth Setup Guide

This guide includes instructions on how to get ready for and join a video session. Please download and print this guide. Complete your telehealth setup before your first session.

1. Get to Know Your Client Portal at SimplePractice.com

Your CBT-I provider will send a link you can use to activate your client portal. The client portal is used for scheduling, billing and sending secure messages to your provider. You can find guides about how to use the SimplePractice client portal and secure messaging at [texassleeptherapy.com](https://www.texassleeptherapy.com) on the “Patient Resources” page.

SimplePractice client portal: <https://sleep.clientsecure.me>

2. Install VSee (video program)

Use this link to get a free VSee account (<https://vsee.com/s/5ba29623ed3ad>). After you set up your account, download and install VSee on your computer. Allow plenty of time to troubleshoot prior to your first session.

You can find guides about VSee for Windows, Mac and iPad at [texassleeptherapy.com](https://www.texassleeptherapy.com) on the “Patient Resources” page.

After you setup VSee, use the “Test Call” button to test your setup. Follow their guides to troubleshoot connection issues. If you continue to have problems prior to the first session, contact your provider for help troubleshooting and to determine if telehealth will work for you.

3. Set up Your Space

Choose a quiet, private location

- The best place to have a video consultation is in your home. The space needs to be private and away from household members coworkers, pets or any other potential distractions. Ask others in the space not to interrupt, respect your privacy and not enter the room.
- If others outside the room hear you talking, create white noise with a fan or other form of background noise (preferably placed outside the doorway of the room you’re in). Consider using headphones or earbuds so that your provider’s voice is kept private and is only hearable by you.

Adjust Your Lighting

- Place a lamp or other light source behind your monitor, pointing toward you.
- Avoid being backlit. Too much light behind you will make your face dark.
- Set your camera about level with your eyes. Make sure the device is stable. It may require propping up your device or monitor on other items, such as books.

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4. Join a Session

You will receive a reminder notification before your session. Close out of any programs you don't need which use your Internet connection, especially ones that use your camera (i.e. Skype). Log in to VSee a few minutes before your scheduled session. Your provider will initiate the call.

5. Ongoing: Sending Sleep Diaries & Other Documents

You can expect to fill out sleep diaries and return them each week prior to consultations. Send your completed sleep diaries prior to each session using the "secure form upload" located at www.texasleeptherapy.com on the "Patient Resources" page.

Questions

Contact your provider by either sending a secure message using your patient portal or calling 512.492.8744.