



Behavioral Medicine and Clinical Psychology - Telehealth Instructions

Here are some tips to help make your video visit go as smoothly as possible:

- Before your visit you will get an email from Cincinnati Children's with instructions for the visit and the link to use to connect. Make sure you read the instructions before the visit.
- Please refer to your New Visit email to determine whether parent or parent and patient need to be present at the visit.
- At the time of your video visit you and your child must be in the state of your home address. The provider may not be able to see you if you are in another state because the provider may not be licensed in that state (unless directed otherwise by a provider).
- We ask for you to be in a private location. You cannot be in a moving vehicle.
- Do not sit in front of a window if you can avoid it. The light from a window behind you can make it hard for the provider to see you.

For more info, visit this link: [Video Visit Instructions | Center for Telehealth \(cincinnatichildrens.org\)](https://www.cincinnatichildrens.org/center-for-telehealth/video-visit-instructions)

If you are attending groups sessions:

- Please keep your video camera on throughout the session. Group members cannot attend group by voice-only. Keep the video steady and at eye contact level.
- Group members are encouraged to wear clothing that would be appropriate to wear if you were attending the group in-person.
- Please be on a secure internet connection, rather than public or free Wi-Fi. Being located near your wireless router – or connecting your computer directly to the router using a CAT-5 or CAT-6 cable – will provide the strongest connection.
- To protect the privacy of everyone participating in a telehealth group session, all group members are asked to:
 - Be in a space free of distractions, where the group member(s) is/are alone and can speak freely. Inform others in the location that they should not be disturbed during this time.
 - Wearing headphones or keeping your speaker volume low can prevent sound from travelling to another room.
 - Not make a recording of or take any screenshots during group sessions.
 - Not share information about other group members with others outside of the group.