

## **Client Telehealth Instructions**

**Telehealth platform program:** Doxy.me <https://doxy.me/>  
Doxy.me is HIPAA compliant.

### **Notes/Instructions for Clients**

#### **Equipment needed:**

- laptop/desktop computer with a built-in or external (webcam) **camera** or a smart phone or tablet with a built-in camera and **microphone**
- headphones (**earbuds**) are optional, but recommended since they will help protect your privacy and improve sound quality.
- Charge your device and have the charger handy at the appointment.

No software and no downloads are required. If you want to learn more about this platform please read here: <https://doxy.me/patients>

#### **Preparing for the Appointment**

**Click on the following link at the appointment time:**

<https://doxy.me/kristinpapa>

The Client may also access the Doxy.me link for the appointment on my website at [www.livingopenhearted.com](http://www.livingopenhearted.com) by clicking on the doxy.me button.

#### **Steps after clicking link:**

Enter Client's full name at prompt. Client enters a virtual waiting room. At the appointment time, you will be connected to our appointment once I select your name from the virtual waiting room to start our appointment. Make sure your camera and microphone are enabled (on).

**Location, duration, tips specifics:** Client should be in a **quiet, private confidential place/room where you have the best internet reception** and near the wifi router, if used. You should close other computer windows and programs before connecting to increase video quality. You should ask that others not interrupt you during our session.

The Client can be at home, work, or car, **but not driving**.

If our session is interrupted due to connection difficulties, please attempt to reconnect at the link <https://doxy.me/kristinpapa> at least three times. If we are unable to reconnect, please call me at (925) 252-5434.