



INSPIRE CLINIC STAKEHOLDER ADVISORY COUNCIL

Tips for Preparing for your Telehealth Visit

The INSPIRE Clinic Stakeholder Advisory Council is a group of individuals with lived experience (clients and family members) receiving care through the INSPIRE Clinic at Stanford, who provide feedback and guidance to the clinic from a lived experience perspective. The council has put together this tipsheet to share feedback about their experiences with using telehealth.

How should I prepare for the session?

- You should ensure you're in a quiet, private space.
- If you don't have a private space at home, you can access telehealth via your phone and find a private space in your car or outside.
- To ensure extra privacy you may wish to wear headphones or earbuds.
- Make sure you have the link to the telehealth appointment before the visit, or you may need to download the application on your phone if that is how you are going to sign in.
- Make sure your phone or computer is charged.
- You should prepare however you usually prepare for your appointments. Collect notes to remind yourself of important things you'd like to discuss during your appointment or make notes of questions that you might want to ask your provider. We appreciated the ability to screen share with our providers, in order to share goals or diaries with them.

Why am I getting two different sets of login instructions?

- If your provider is seeing you over the MyHealth Application, you may need to download the MyHealth App onto your phone. Once you do this, the link to your appointment will allow direct access, and you just have to answer 1-2 questions to get signed on, and then you can go about your appointment as normal. MyHealth appointments tend to work better on a smart phone than on the computer!
- If your provider is seeing you over Zoom, you will still get instructions for logging in through the MyHealth platform, but you should actually follow the separate Zoom instructions your therapist will send instead (usually as a message in MyHealth). For Zoom, you do not need to download any special App – you can either click on the link you receive in the message, or go to the zoom website, and enter your meeting ID. Zoom appointments work well from either a computer OR from a phone.

What should I do if I feel scared or nervous?

- Although you might feel a little nervous about using telehealth if you've never used it before, we have found that setting up and using zoom is an easy process and that appointments went smoothly.

- If you're feeling anxious, share those feelings with your doctor during the call.
- Even though some of us also felt nervous before a first telehealth session, we felt that the process worked well, and ensured that we continued to receive care and support at this time.

Do I need to do anything differently on a telehealth visit?

- Your doctor won't be able to read body language, only facial expressions during a telehealth appointment. To ensure they understand how things are for you they might ask more questions than normal.
- Or you might want to consider sharing how you are feeling with your provider. This will help them to best understand how to help you.

What if it feels weird being on a video call with my provider?

- Anytime you do something new, it can be anxiety provoking or feel a little different, but we have found being on the video call not much different to being seen in person.
- Sometimes you might talk over the other person, but that's ok.
- It can feel weird seeing your doctor in a different context or in their home.
- You can bring up these concerns and discuss them with your provider. Remember, this probably feels a little weird for them too!

Why is my provider asking about my address?

- Your provider will want to know where you are located during the telehealth visit and an alternative contact number, just in case of an emergency. If you are calling from somewhere that is not your usual address (or the address your provider has on file), you should let them know your current location.

What are some advantages of telehealth?

- We found that it was efficient, and in some ways was more convenient than having to go to the clinic. In the words of one council member:
"I think the transition to telehealth has gone smoothly and that the therapists and all employees are very helpful and supportive during this time. I can see disadvantages of not being one-on-one, but during this time I think it is necessary. I also like the option in the future of doing telehealth appointments if things are difficult."

What else do I need to know?

- Remember that following psychiatry telehealth appointments, you must call the front desk to make your next appointment, unless your provider makes a follow-up appointment with you in the session.