MAINTAINING SECURITY FOR TELEHEALTH SESSIONS

SETTING UP THE SESSION WITH THE PARTICIPANT

Phone to discuss teletherapy set up and check participant has;

- Smartphone/laptop/appropriate device
- Wifi/data allowance
- Confidential space
- Appropriate person with them where required
- Advice on how to enter the video consultation (email/send instructions). Some platforms allow you to send this as a link in a text message.
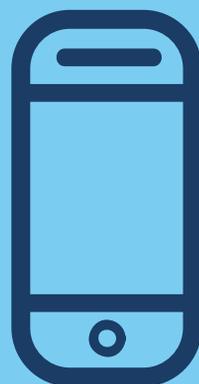
Make sure;

- You have sent the client the link to the video consultation from the appropriate platform ahead of their appointment time.
- If your platform requires a password, ensure they have this.

PRIOR TO SESSION

Make sure;

- All unnecessary applications are closed on your desktop, e.g. Outlook
- All teletherapy resources you are sharing are open on your desktop
- Your audio and webcam are working
- Any physical objects you need are nearby and easily accessible.
- Curtains are shut to reduce any glare.
- Background noise is reduced to a minimum.
- Your background is plain and not visually cluttered.
- Consider using a blurred background if your platform has this function.

AT THE START OF THE SESSION

- Lock the meeting once all participants have entered if the platform uses this function.
- For group teletherapy sessions prohibit participants from sending private messages to one another in chat.
- Use the virtual waiting room facility if available and only admit people you're expecting.
- Clarify who is attending the appointment with the participant (e.g. in the room where they are having the consultation) and check your participant is happy for them to be there.
- To ensure call quality use hardwiring not Wi-Fi where possible or stay close to the router for best Wi-Fi signal. 4G can be better quality than Wi-Fi at times.

MAINTAINING SECURITY

Make sure;

- You update your platform when prompted, this is usually to fix security bugs.
- Check that you have the latest version of the platform and browser you are using.