

an all-the-things guide to

telehealth

I am excited to share telehealth for psychotherapy with you! It is a convenient and safe way to access services, with research support for efficacy. There are some important considerations that I want to share front and center so that you have a successful experience. **Please bookmark, save on your drive, and/or print this page** so that you can access it quickly if you are having tech issues (which is a good reason to print). Please carefully review the following and reach out with any questions.

- All appointments will be accessed through my doxy.me platform, at <https://doxy.me/kdwyer>
- While you do not have to create a log in or download software, you do need to grant permission for the platform to access your computer or device's camera and microphone. Please log in 5 to 10 minutes early for your first appointment so that you will have time for set up.
- You will have best results if you are located physically close to your wifi router or plug in an ethernet cord to your modem. You can also test the bandwidth to ensure strong connection prior to your appointment.
- Please have your cell phone handy in case we have poor connection and need to trouble shoot.
- If you are unable to access the platform for any reason, **PLEASE CALL ME at 720-449-1041**. If you do not contact me in the first ten minutes of your appointment, it will be treated as a no show/late cancellation and charges may apply.
- If we have tech issues, we will use phone or a different HIPAA approved platform as back up.
- Please be at an address that you can provide me during your appointment in case of an emergency.
- Complete all paperwork, including the telehealth consent and an emergency release, prior to your first appointment.
- Please do not be in a moving vehicle.
- Please do not use substances prior to your appointment. If you are intoxicated, we will end the appointment and charges will apply.
- Please prepare for your appointment by disconnecting from other activities, and assure a private and distraction free space in your home or office.
- Shut down other computer applications (which may drain your computer speed).
- Wearing headphones with an integrated microphone will give us the best audio quality and will help maintain privacy.
- **For child/teen clients:** please ensure that an adult is in the home at the time of appointments to check in and for scheduling purposes.

