



# TELEHEALTH ETIQUETTE

**In order to provide effective telehealth services, we ask you to agree to the following:**

- Dress appropriately during telehealth appointments, as you would if you were attending an appointment in the office.
- Do your best to ensure you are in a safe, quiet, private area, by yourself (unless discussed and agreed upon with your provider).
- Remain engaged in the session by limiting distractions or doing other activities while the session is taking place. This includes driving, working, playing video games, or attending other appointments.
- If the appointment is for a child, the child must be present. For individuals with guardians or residing in staffed placements, the individual must be present.
- The appointments are private - refrain from recording them.
- You must be located within the state of Michigan during appointments.

## Helpful Tips:

- Make sure your device is charged or plugged in and on a flat surface (or prop up your cell phone).
- Center yourself in the middle of the screen and ensure adequate lighting.
- Test your internet connection prior to the appointment.
- If you have poor reception, try moving closer to your Wi-Fi router or towards an outside wall or window.
- Close other applications or place phone on "do not disturb".
- Test your microphone and camera prior to the start of the appointment.
- Write down any important items you may want to discuss before the appointment.
- Keep pen and paper handy for any notes you may need to take during the appointment.
- Be patient, just like in person visits, your provider may be running behind schedule.
- Contact the office if you experience any technical difficulties with your visit as soon as possible.