

How to Use Zoom for Telehealth at MHS

MHS is temporarily moving to Telehealth services. The instructions below are to help you with this process.

Zoom is a teleconferencing software that is widely used in a variety of environments to facilitate communication and, in the health field, Telehealth services. The version used by MHS is HIPPA compliant, meaning that the identity of the participants is protected by improved data security and management. You can use Zoom on your computer or your smartphone.

Preparing for Use of Zoom

If you are going to engage in Telehealth sessions with your therapist, you will need to do a few things ahead of time. First, you will need to download the software. You can download the software by clicking this link <https://zoom.us/download>. You will need to scroll to the appropriate device and click or tap through to begin the download. In addition to this, you will also need a stable internet connection. Using Zoom through a data plan will expend a variable amount of data, but the average is one megabyte per minute. We recommend using a wireless (or wired, if using a PC) network. Make sure that you are connected in advance. This can generally be done by going to your phone's settings section, tapping through to the wireless icon, and identifying your preferred network.

Getting Started Information Page - <https://support.zoom.us/hc/en-us/categories/200101697>

Zoom Tutorial Videos - <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

[Telehealth Informed Consent Form](#) - please review, print, sign, and return to your clinician.

Your First Zoom Meeting

Once you have done your preparations, your therapist will send you an email with an invitation to participate in Zoom. This email will have a link to click and a meeting ID. You will need to save this email, as you will be required to indicate your meeting ID when you enter. Regardless of using the app or software on a PC, you do not need to create an account. Simply click the link, or hit “Join Meeting” on the app to begin your session. You will be asked to enter a password, this is found on the invitation email. Remember to check your "junk" folder as we are learning that invitations are landing there at times.

Making the Best of Teletherapy

While Telehealth might not be your (or our) preferred way of doing therapy, it can still be effective. We recommend finding a comfortable place that is quiet, safe and comfortable. Be mindful of where you are and who might be present. We recommend using earbuds or headphones, so that our feedback to you is heard only by you, and not by others, you will be asked if you are in a safe secure space.

Keeping Your Session Confidential

We at MHS will not engage in any nonconsensual recording or observation. We ask that you likewise protect yourself by ensuring that you are talking to us from a private location, that you are not engaging in any internet activity that might include recording or streaming your session, and that you do not include anyone in the session that is not explicitly disclosed at the beginning of the session and agreed to by your therapist.

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