



The Children's Program is conducting almost all telehealth appointments using Zoom to allow clients and clinicians to meet "virtually." If you are scheduled for a Zoom session there are a few things that need to be ready for the meeting to be successful.

### **"BEFORE YOUR APPOINTMENT"**

*Make sure you have...*



- an HD webcam with a resolution of 720p or higher
- a stable internet connection with a connection speed of 1.2 Mbps or higher.
  - You can test the speed of your connection at [speedtest.net](https://www.speedtest.net)
- a space conducive to having a successful appointment (see "PREPARING YOUR SPACE")
- Check your email for a reminder that includes a password and link that are necessary to access our Virtual Check-In site. Your reminder will arrive 24 hours before your appointment.
  - Can't find it? Check your spam folder. Still can't find it? Contact us at 503 452-8002.

### **"PREPARING YOUR SPACE"**

*Here are some things to be aware of when preparing your space for an appointment.*

- Ensure the space is quiet and can remain free of interruptions during the appointment
- Avoid having bright light behind you. A bright lamp or window behind you will make you appear dark, and can make it hard for the camera to show your face clearly
- Ensure the microphone (which may be built into the webcam itself) is close enough to where you sit so it can clearly pick up your voice.



### **"CHECK-IN FOR YOUR APPOINTMENT"**

- Go to the Virtual Clinic Check-In page using the link in your reminder email.
- Enter the password from the reminder email into the password box.
- Find your clinician in the directory and click on the "Join Zoom Meeting" button.