

## **Baylor Psychology Clinic (BPC) Telehealth FAQ Sheet**

**Q:** What will I need to use WebEx?

**A:** You will need:

- A working laptop, tablet, or smart phone. All of these options need to have a front-facing camera.
- A fully charged device or access to power.
- An Internet connection or plenty of data (if using the cellphone application).
- Your email address.
- A well-lit space so your clinician can see you.
- A quiet, private space to reduce distractions.

**Q:** How do I pay for my session?

**A:** Please go to <https://www.baylor.edu/psychologyclinicpayments> to make a payment online.

**Q:** What should I do if I need to reschedule my appointment with my clinician?

**A:** The BPC voicemail is still being monitored, so please call 254-710-2470 to leave a message for your clinician.

**Q:** How do I use WebEx on a smart phone?

**A:** To use WebEx on a smart phone, you will need to download the Cisco WebEx Meetings application from the app store on your phone. Once the application has been downloaded, you can click on the “Join Meeting” button in the email sent from your clinician. In some cases, clicking on “Join Meeting” in the email will not automatically sign you into the session. If that occurs, you will need to manually type in the Meeting Number and Meeting Password, which are also included in the email sent from your clinician.

**Q:** My appointment starts soon, but I can’t click on the “Join Meeting” button in my email. What should I do?

**A:** Your clinician is the person who officially “starts” the session, just as if he/she were picking you up from the waiting room to start an in-person session, so once he/she starts the meeting via WebEx, you should be able to click on the “Join Meeting” button. If it is time for your appointment and you still cannot click on the button, try refreshing the webpage.

**Q:** What should I do if the session gets interrupted due to technology not working?

**A:** As discussed in the Telemental Health Informed Consent Addendum reviewed by you and your clinician, if the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call your clinician back; instead, call 911, or go to your nearest emergency room. Call your clinician back after you have called or obtained emergency services. If the session is interrupted and you are not having an emergency, disconnect from the session and your clinician will wait two (2) minutes and then re-contact you via the telehealth platform on which you two agreed to conduct sessions. If you do not receive a call back within two (2) minutes, then follow the plan you and your clinician devised for situations where your connection is disrupted.

**Q:** The video for my session is very pixelated so that it is hard to see my clinician and/or the sound is delayed when one of us speaks. What should I do?

**A:** If you are getting a notification on your screen (often looks like a yellow caution triangle) that indicates that the session is experiencing low bandwidth or a poor internet connection, there are a couple things you can try:

1. Close out of all other programs on your computer. For best connectivity, the only program that should be running on your computer is WebEx.
2. Keeping your camera on is best practice, but if you have a poor Internet connection, focus on maintaining good audio so that you and your clinician can still hear each other. Turn your video off by clicking the camera icon at the bottom of your screen.
3. If you still cannot hear each other well after turning off your video, tell your clinician that you are going to try the “Join by Phone” or “I Will Call In” option to dial into the meeting from your cell phone or land line. This information is included in the email sent by your clinician for this session.
4. Once the session has ended, and if WebEx still isn’t working as expected, you can run the Network Test Tool (<https://mediatest.webex.com/#/main>) to troubleshoot your connectivity issues.

**Q:** Where can I find up to date information on the Baylor Psychology Clinic’s operations during the COVID-19 crisis?

**A:** Although we are monitoring our voicemail, our current operations will be posted on the clinic website: <https://www.baylor.edu/psychologyneuroscience/index.php?id=946255>. You may also find helpful documents located on our website.