



# How to Prepare for a Video Appointment with Your Mental Health Clinician



Many mental health clinicians now offer appointments via video. A video session allows you to access care even if you cannot visit your provider in person.



## Before the Day of Your Appointment



### Identify a private location for your appointment

This should be a place where you can be alone and not interrupted for the duration of your video session. Ideally, find a place with good lighting so your clinician can see you. This might be a room in your home or could even be in your car.



### Check your technology

Consider what technology you will use for the video session. This might be your computer, an iPad, or your mobile phone. Be sure you know how to work the camera and the volume. Check to ensure that the location for your video session has a strong internet connection. Ask your clinician or their office staff if you need to install any apps on your device in advance. Ask how you will receive a link to the visit and if they can do a test with you to ensure it works.



### Organize Billing Details

Check with the office staff about billing in advance of your appointment. Have your insurance information ready and ask about any co-pays.



### Prepare your thoughts

Think about what you want to discuss with your provider. Make notes if that helps you.

## On the Day of Your Appointment



### Get ready for your video session



On the morning of your appointment, make sure that your device is charged. Check that you have the login link you need to access your video session. About 15 minutes in advance, have your technology ready and make sure your space is quiet and without distractions.

### Do not forget...



Make sure you have any notes about what you want to discuss during the appointment. Also have a pen and paper in case you need to take notes. Bring reading glasses if you need them to see things on the screen, such as rating scales. Have the phone number for your clinician's office in case you need technical support.



## Start Your Appointment



### Sign in and get started

About 3 minutes before your appointment, sign into the video session. Make sure the camera is at about eye level. Your clinician will join and usually start by asking your name, address where you are currently located, and other basic details. The video session should last the same amount of time as an office visit. Make sure you ask any questions you have before you sign off.

Have other questions about telehealth?  
Visit [SMIadviser.org/answers](https://www.smiadviser.org/answers)



#### GRANT STATEMENT

Funding for this initiative was made possible (in part) by Grant No. 1H79SM080818-01 from SAMHSA. The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services; nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.