



## **Telehealth Client Instructions**

### **Procedures**

Prior to your scheduled session, you must call (248)250-6620 or text 248-834-3577 to check in for your appointment. Please check-in approximately 15 minutes before your appointment and indicate:

1. Name
2. Therapist name
3. That you're ready for your telehealth appointment.

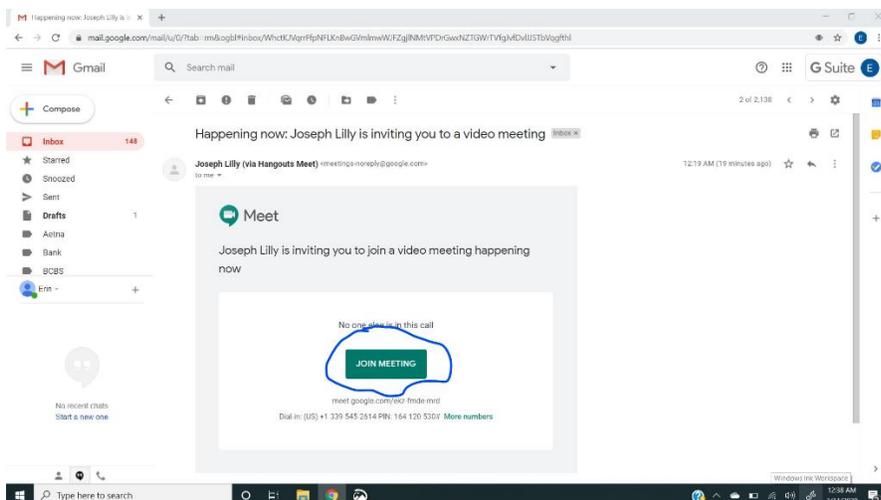
Support staff will confirm your check-in and notify your therapist that you are ready for your appointment. At this time, support staff will process any billing matters as well as handle an administrative questions you may have.

After your check-in, your therapist will send you the link to your session.

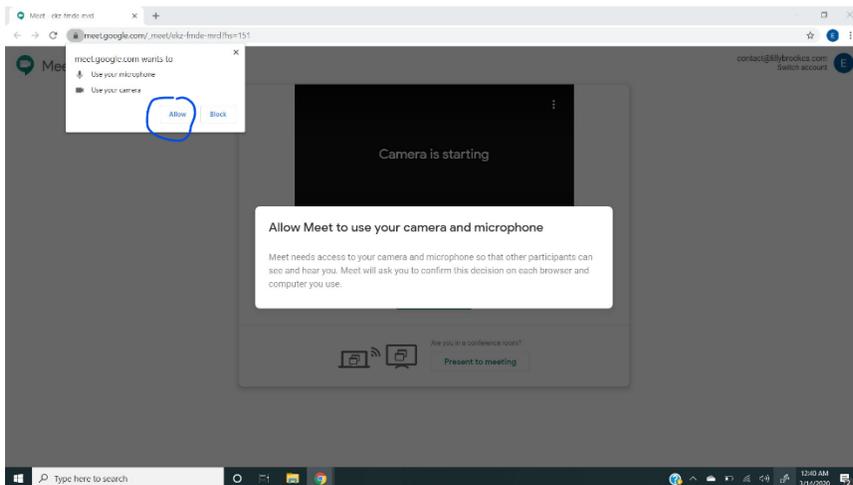
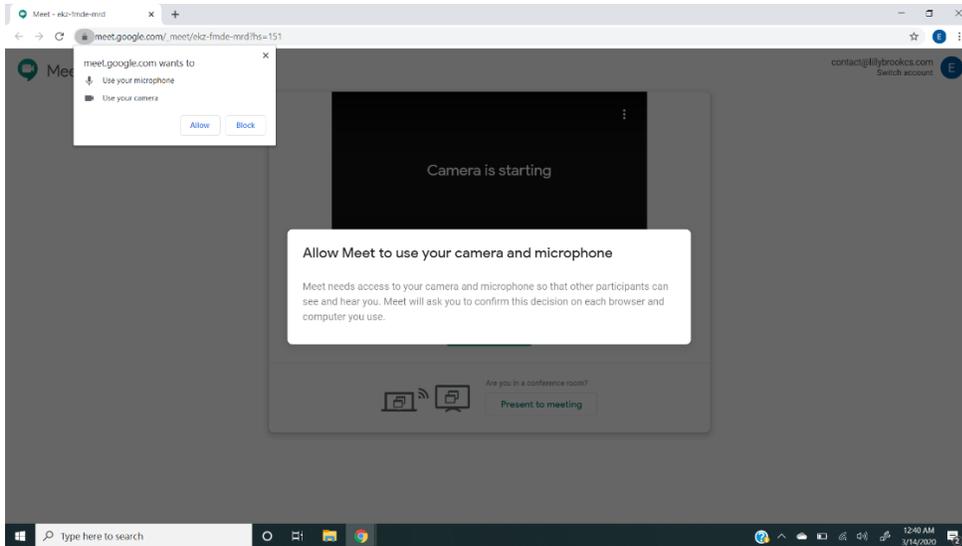
### **Google Meet Instructions**

It is highly recommended that you utilize a computer for this service. Therefore, the instructions that follow are for a Windows 10 PC running Google Chrome. If you choose to utilize a mobile device, follow similar steps and prompts as listed below. After your therapist has sent you an invite you should receive a notification in your email with an invite to the session. Locate the email and open it.

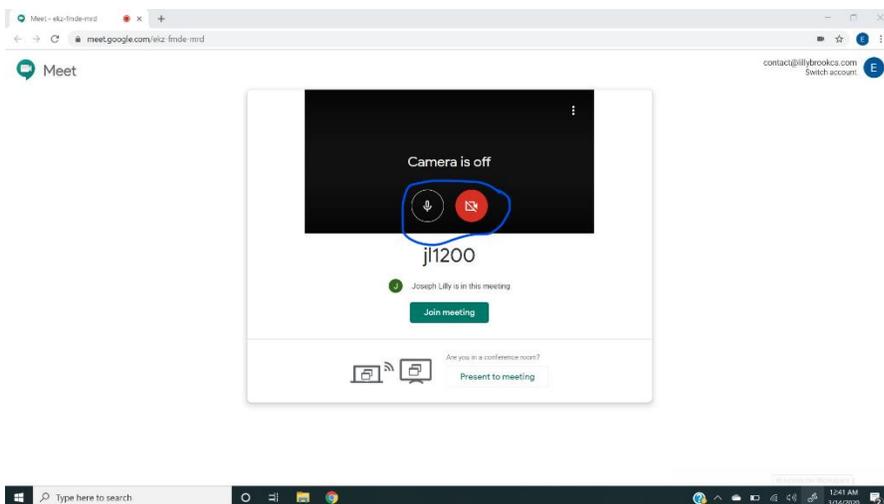
1. Click on the button that says join meeting.



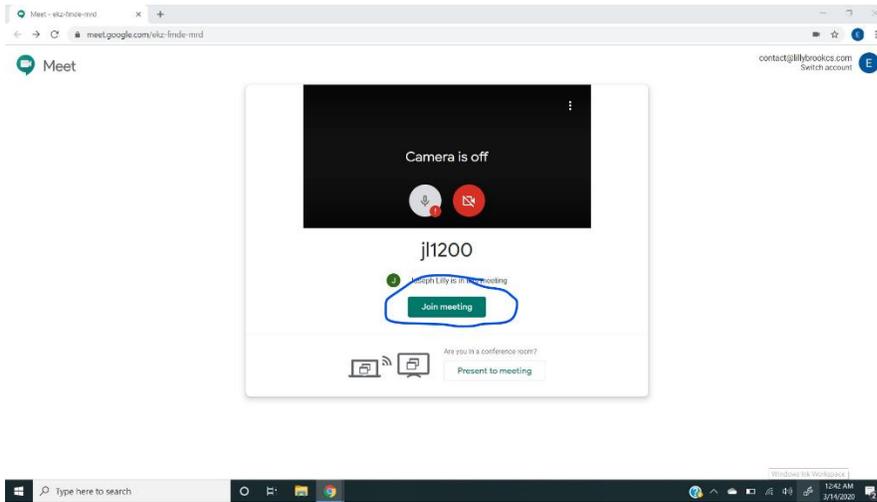
2. You will be taken to a window that appears as it does below. Allow all permissions.



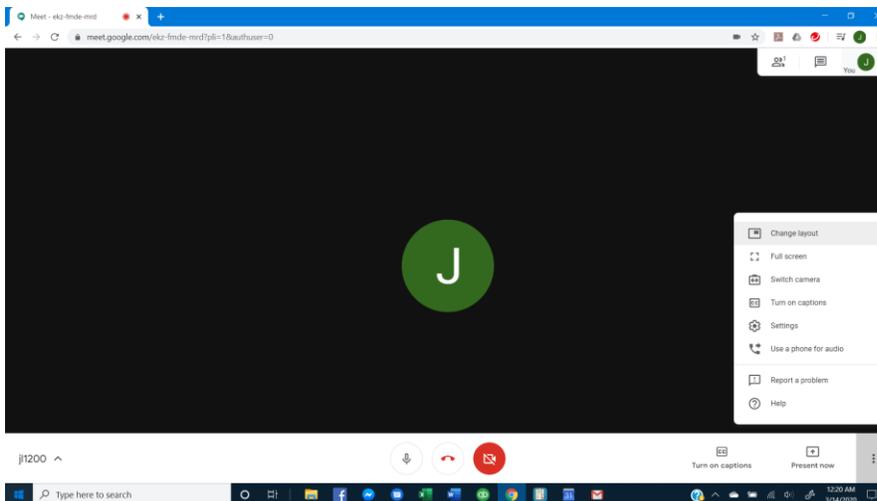
3. Make sure the microphone and camera are turned on by clicking the icons. (Red means off)



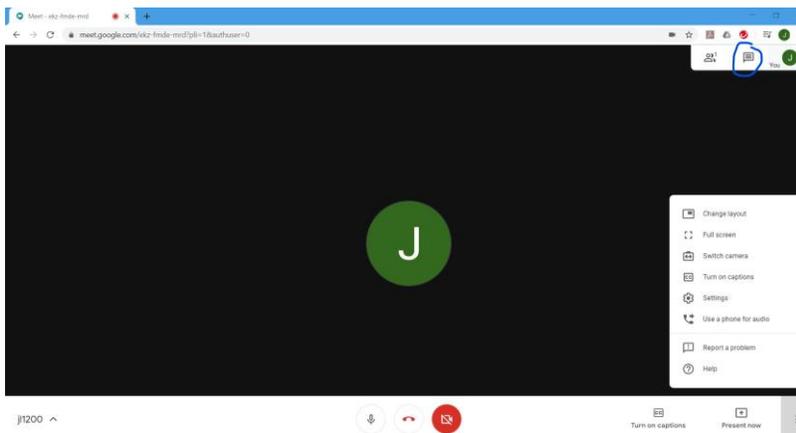
4. Click join meeting.



5. You'll now be entered into the session. While in the chat you have access to many different options



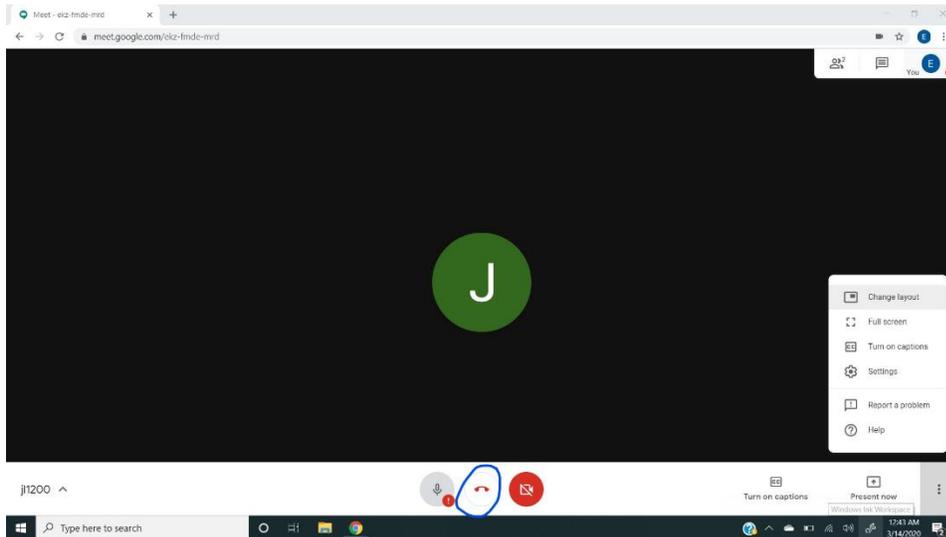
As well as the option to text



The microphone icon manages your audio, and the camera icon manages your camera. Your devices volume keys will control volumes.

The “Present Now” option is to share your screen for presentations. We’re not utilizing that.

6. To end the call, click the red telephone icon.



The instructions for using Android or iPhone are very similar therefore they are not included here. You will need to download the app from the Google Playstore or Apple iTunes Store. Additionally, it is highly recommended that for ease of use as well as for purpose of back up plans and emergencies that you utilize this software on your computer as opposed to your phone. However, we are aware that there may be occasions that it is necessary to utilize a mobile device.

If you have any questions, concerns, comments, or technological issues please call your therapist at 248-834-3577.

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