



Great Oak Counseling

TherapyNotes – Portal

Client Using Telehealth – HELP Document

This is a Step By Step document for the client.

Telehealth Beta Testing

As of 5/21/2020 we are participating in the beta testing of this feature as part of our TherapyNotes management system

Start by getting to the [TherapyNotes Client Portal](#)

The Patient will see the scheduled appointments in the **TherapyNotes Client Portal**.

If you have not bookmarked [TherapyNotes Client Portal](#) just go to our web site on this web page: <https://greateoakcounseling.org/client-portal/>

What is different while we are piloting the Telehealth feature?

Now you see the additional header on the top. Blue background with green button.

By clicking on the **Join Session** at the appropriate appointment time you will be taken into the Telehealth feature.

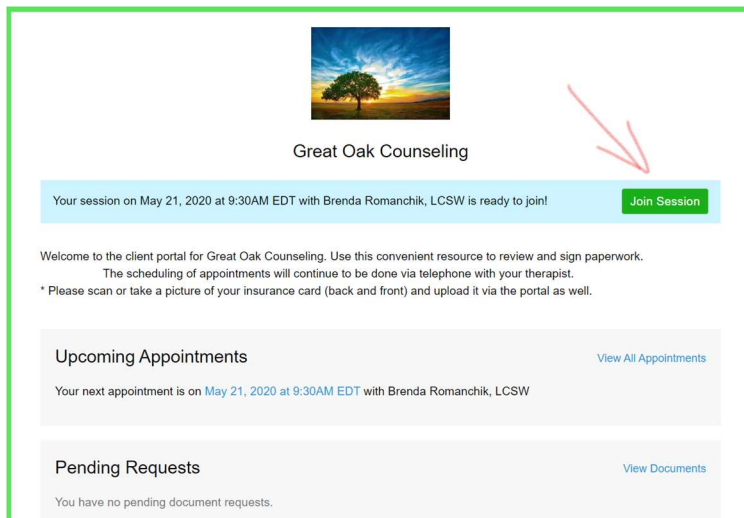


Image 01

Waiting Room

After clicking on the Join Session link a **waiting room** page will open up.

If this is the first time you are using this feature you will be asked to allow the usage of **camera and microphone** on your computer.



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Telehealth Waiting Room

Your session with Brenda Romanchik, LCSW, Licensed Clinical Social Worker will begin once both of you are ready. Click the "I'm Ready" button at the bottom of the page to get started.

Your Camera and Microphone

Choose the camera and microphone you want to use for this session below. You should see yourself in the video preview below, and the green bar should move when you speak.

Image 02

Camera: HP Wide Vision HD Camera (05c8:03bc)


Microphone: Default - Microphone Array (Realtek(R) Audio)

Tips for Your Telehealth Session

- ✓ To protect the confidentiality of your telehealth session, please do not record any audio or video from your session or use screen capture software while your session is in progress.
- ✓ Be sure that you're using the most up-to-date version of your web browser (Chrome, Firefox, Safari, or Edge).
- ✓ Connect to ethernet or a strong, private WiFi signal.
- ✓ Consider using headphones so that you can avoid voice echo during your session.

I'm Ready Return to Home

Image 03



**You'll join the session automatically once
Brenda Romanchik, LCSW is ready.
Please keep this page open.**

Not quite ready? [Return to the waiting room.](#)

Image 04

After ending the session, you will be taken back to the TherapyNotes Client Portal.