



TELEHEALTH INSTRUCTIONS

Prior to your first scheduled visit, you will want to:

1. Restart your computer (this will eliminate most problems before they happen)
2. Assure you have Chrome or Firefox as a browser
3. You will receive an email with a link to the Twin Cities Family Counseling's Doxy.me 'waiting room.' If you copy and paste the link into an open tab, you will be brought to a 'Welcome!' screen where you will want to type your first name, and then click 'check-in'.
4. You will 'sit in the waiting room' until I log-in and start our visit. I will do my best to be prompt, though due to wrapping up a prior session may occasionally arrive a few minutes late. Please wait, and I will be with you as quickly as possible.

**If you need to cancel a session, the cancellation policy on your 'Consent to Treatment' will remain the same for Telehealth Services. Although there is no penalty for cancellations that take place at least 24 hours prior to the scheduled appointment time, it is helpful to your provider and other clients who may be waiting for meeting options that you provide as much advanced notice as possible.*