

# Trouble with Telehealth?

We've all been forced to adapt to new circumstances this year. Telehealth has introduced many new advantages - as well as a handful of challenges - to providing remote therapeutic services during these unique times.

Telehealth is a collaborative process, and that means that the potential for technical difficulties is doubled. Telehealth services require a solid connection from both parties, and if you're experiencing difficulties with your side of the connection, it can lead to frustration. We want to do everything we can to ensure a beneficial and stress-free session for you.



**If you're experiencing difficulties with telehealth, such as frequent disconnects or poor call quality, try the following:**

- **Contact your Internet Service Provider (ISP)** and let them know you've been having trouble with VSee and/or Zoom calls. Make sure you note the date and time of your connection problems. Your ISP may be able to determine the nature of your problem and may have some logged data that can help. The two most common ISPs in our area are Sparklight (formerly CableOne) and CenturyLink.
- **Run a few speed tests** online, preferably around the same time of day as your connection problems. Try <https://www.speedtest.net> and <https://speed.measurementlab.net>. Most telehealth services require an upload and download speed of at least 1.5 Mbps. If your speed test results are significantly lower than this, contact your ISP.
- Are you using WiFi to connect your computer to your router? **Try a hard-wired connection instead** – this eliminates the possibility of signal interference from other devices in your home. Connect an ethernet cable (looks like a large phone cable) from your computer directly to your router instead of using WiFi.

For additional help troubleshooting your connection, please feel free to email our IT staff: [it@gsdcdda.com](mailto:it@gsdcdda.com)

