

# Dysphagia Telehealth **Patient** Instructions

## Getting Started

Download the application for the specific telehealth platform onto the device you will be using.

### **EXAMPLE USING ZOOM PLATFORM:**

Download the Zoom Client for Meetings application onto your computer using this link:

<https://zoom.us/download>

You can join a Zoom Test Meeting to familiarize yourself with Zoom before the first tele-encounter that you will help with using this link [https://zoom.us/test!](https://zoom.us/test)

## How To Connect With Us

### Connecting to your Meeting

Make sure you are connected to the Internet and have a good connection.

If other people in the household are connected at the same time, ask them politely to disconnect for the duration of the therapy session to help improve the connection.

Open the Zoom desktop client.

Join a meeting by clicking “Join a Meeting”.

Enter your Meeting ID number that was provided by your clinician and if you are not signed in, also enter your Display Name.

Connect your audio and video and click Join.

## How Should I Set Up For My Therapy Session?

### Set-up your Space

Make sure you are in a private room.

Set your computer up on a table or desk so the camera is level with your face when sitting in a chair facing it directly.

Position your chair so you are comfortably sitting upright at 90-degrees facing your computer/camera straight-on.

If possible, make sure you are positioned so you have a wall behind you instead of a window or open doorway.

Turn the lights on in the room. For best lighting, so your clinician can see you well, try not to sit directly under an overhead light or have the light directly behind you. (You may want to shut the blinds too).

If possible/indicated by your clinician, have another person you trust with you to be the facilitator during the session.

### What to Bring to your Session

Water or other liquid (prepared to recommended liquid consistency). Place the liquid in a clear cup.

Foods needed for the evaluation or therapy session as specified by your clinician.

A spoon, straw, gloves, napkins, and hand sanitizer.

## The Facilitator – They May Be Asked To Help!

The clinician providing the therapy session may ask the facilitator to help out during your evaluation or during therapy sessions. The clinician will provide them with detailed instructions on what to do, where or when to touch your face, or when, what, and how to feed you (if necessary). If anything the clinician asks is unclear, please ask questions!

## How Do I Participate?

The clinician will provide you and your facilitator direct and clear instructions on what they would like you both to do. You will also have written instructions on your screen.

If our connection is interrupted, please let the clinician know via phone call or email (provided at the bottom of this instruction sheet). Then disconnect from the session by clicking “end call”. Try to reconnect following the steps outlined in the “How to connect with us” in the first page of this handout. You should stay on the phone with the clinician while you try to get reconnected so that they can provide troubleshooting help in real-time.

## Technical Assistance

Clinician phone number: \_\_\_\_\_

Clinician email address: \_\_\_\_\_

Zoom Technical Assistance Phone Number: 1.888.799.9666 ext 2

Zoom Platform Technical Assistance Support Web Address: <https://support.zoom.us/hc/en-us>

## What Do I Do If There Is An Emergency?

**In case of emergency, the facilitator should call 911!**

Additional emergency contact information:

Provider Facility’s Phone Number: \_\_\_\_\_

Local Hospital Phone Number: \_\_\_\_\_

Local Urgent Care Phone Number: \_\_\_\_\_

Patient’s Emergency Contact: \_\_\_\_\_

Patient’s Home Address: \_\_\_\_\_

Patient’s Phone number: \_\_\_\_\_