

How to Use Zoom for Telehealth Sessions

A Walkthrough for Clients
Okey Dokey Childhood Psychology



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Step One

 **Question:**
How do I set up a Zoom account?

 Please go to the following URL and sign-up using your email and real name:
<https://www.zoom.us/meetings>

 If you would like a trial meeting with a member of our admin team prior to your session with your Okey Dokey clinician, please contact reception who can book this in for you.

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Step Two

 Question:
How do I download Zoom on my device?

 Download the Zoom app for use on your desktop or other device (ie. iPad or Phone). Please visit www.zoom.us/download

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Step Three

 Question:
What do I need to set up at home?

 Ensure you have set up a safe space for you or your child to participate in the Zoom appointment

 Check the device you have chosen to use has sufficient charge and that you have a stable and steady internet connection

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Step Four



Before your session checklist



Please read and follow the **Telehealth Terms and Conditions** located on the Okey Dokey website www.okeydokey.com.au/telehealth



Make sure you have discussed payment of the invoice for the session with reception prior to your appointment day.



If you are waiting on an email invitation and it hasn't arrived, please check your 'Junk mail' before contacting the practice.

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How to Prepare for your Appointment

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Step One

 **Question:**
How do I prepare for my appointment?

 Your practitioner will send you an appointment confirmation which will outline the date and time of your scheduled appointment, the Terms and Conditions of telehealth services and a link to enter the Zoom 'consulting room'

 Five minutes before your scheduled appointment time, click on the 'Join Zoom Meeting' link in the email from your practitioner and follow the prompts.

 You will now be transported to the virtual 'Okey Dokey Waiting Room'. Please wait here, when your clinician is ready to commence the session, they will move you from the waiting room to the consulting room.

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Step Two

 **Remember to check your audio and visual settings!**

 Check your audio. We recommend testing your speakers and microphone before meeting with your clinician.

 Check your video so your clinician can see you too!

 You are now ready to have your session!

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Step Three

-  **Question:**
Do I need to do anything once the session is over?
-  When your session is over, your practitioner will send you back to the virtual waiting room.
-  Your session has now finished!
-  After your session, please make sure you have followed up with reception to settle any outstanding invoices and we will see you at your next appointment!

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Thanks for reading!

For more information, please visit www.okeydokey.com.au for a detailed step-by-step walkthrough of the Zoom session. If you require any further assistance, please do not hesitate to contact reception on **03 8741 5059** or reception@okeydokey.com.au



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