



## NETIQUETTE

At Student Health Services (SHS), we want you to get the most from each of the telehealth services we provide. We also want to do everything we can to protect your privacy and confidentiality. This document contains information that could be useful to you as you utilize our telehealth services in an online format.

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### ALL SHS SERVICES

1. Try to be in a quiet, private location. This will decrease risks to your confidentiality, as well as allow for clearer communication with your SHS service provider(s).
2. If possible, use a device (i.e., desktop; laptop; etc.) with an ethernet cable plugged directly into the device (rather than using Wi-Fi). This will not only provide a better connection to the internet, but will also provide you with more security (i.e., confidentiality) than Wi-Fi.
3. If you have a weak or unstable internet connection, try the following: turning off all other apps and automatic things that may be running in the background; closing all unnecessary windows and browser tabs; and clearing/resetting the browser's data (e.g., history; cache; cookies; etc.). Any of these things could be using internet bandwidth without you even knowing about it, and there is only so much bandwidth available for any connection to the internet.
4. Similar to #3 above, if you live in place in which several people are using the same internet connection, this will also place demands on the limited amount of available internet bandwidth. To get around this, try to schedule appointments with SHS during times when others are not using the internet. Alternatively, you could ask others to not use the internet during your scheduled appointment(s).
5. If, after trying the suggestions in #3 and/or #4 above, you continue to have a weak or unstable internet connection, try contacting your internet service provider (ISP) directly. If you let them know that you need a stronger or more stable internet connection because you are using the internet for health reasons during the COVID-19 crisis, they may be able to offer affordable options that could improve your access to services at SHS.
6. Make sure to turn off (or Silence) your cell phone prior to engaging with SHS staff. This decreases potential distractions (e.g., texts; Notifications; etc.), and allows you and your service provider(s) to focus on what's most important...your health and wellbeing.

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### MENTAL HEALTH SERVICES

#### For All Modes of Therapy:

1. In selecting the technology/device you will use to access telemental health (TMH), it is recommended that you try to use the largest screen possible. This is particularly true for Group therapy, which involves being able to see numerous others clearly on the screen.

2. Make sure you consistently access therapy from a quiet, private location, with minimal distractions. Also, try to be in a location that does not have a bright light or window directly behind you, as that can create a shadow effect on your face making it difficult for your treatment provider to see you clearly. Once you find a location that works for you, try and access therapy from that same location each session.
  3. Make certain your therapist has accurate emergency contact information each time you meet. This information includes: your address (that is, your exact location at the time of each session); and the name, address, and phone number of an emergency contact.
  4. Make sure your technology lends itself to online therapy. You will need a consistently fast, strong, and reliable internet connection. Beware of using free and/or public Wi-Fi, as these are not always reliable or consistent, and tend to be vulnerable to hacking or other kinds of data interceptions. If a poor and/or unstable internet connection cannot be resolved, you may not be able to participate in TMH.
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### **Specific to *Group* Therapy:**

1. Group members should ideally be wearing noise-cancelling headphones or a similar device that prevents others in their environment from overhearing the session.
  2. Group members should be sitting with their back against a wall or with their back in a corner so that they can see the entire room. That way, if anyone should unexpectedly come into the room, that individual will not see the group member's computer screen (and all of the other group members' faces).
  3. If a group member is unexpectedly interrupted (e.g., someone walks into the room they are in), this group member can inform the group of the need to leave temporarily and log out of the meeting BEFORE addressing the interruption.
  4. All group members should close all other tabs (if using their web browser) and silence notifications on their phones and/or computers during the group session. This will prevent some distractions for all group members.
  5. If the group leaders are concerned about some of the content shared in session, a group member may be asked to stay after the group concludes to debrief, and allow the group leaders to check in on that group member's safety.
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### **Specific to *Couples* Therapy:**

1. If at all possible, both partners should access the session from the same location. Preferably, seated next to each other (e.g., on the same couch/sofa) so that they will both be visible to the therapist.
2. Assuming both partners are accessing the session from the same location, they should position the camera so that they can both be visible to the therapist throughout the session. This positioning should also include checking that the microphone settings are such that both partners will be audible throughout the session.