



Well Life Therapy

Your Telemental Health Session

What is Telemental Health?

Telemental health is the use of video and audio technologies to support long-distance services between providers and their clients.

What is TheraNest and is it HIPAA compliant?

TheraNest is a practice management application that we use to organize appointments, notes, and billing. We take your data security seriously and TheraNest encrypts all your information by HIPAA standards and is HIPAA compliant. TheraNest does not record or store the audio or video from telemental health sessions.

What equipment do I need to join a session?

You'll need the below to join a Telemental Health (online therapy) session with your clinician:

Mac/PC/Chromebook, smart phone, or tablet with camera, microphone, and speakers (no applications or software to download).

An internet connection with a bandwidth of at least 750kb/s download and upload speeds. We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider. You can check your internet speed at www.speedtest.net/.

Shut down all background applications to ensure your telemental health session receives the majority of your internet's bandwidth, especially applications that use your camera.

Do I need a specific internet browser?

If you're using a Desktop or Laptop, we recommend:

Google Chrome

Mozilla Firefox

Safari

We recommend the below if you're using a tablet or mobile phone:

Android - Google Chrome

iOS (iPhone or iPad) - Safari

How do I join a telemental health session?

It's as easy as following or clicking the unique link shared by your clinician. If you don't have the link or lose the link contact your clinician directly.

There are no apps to download.

Join your session from a mobile phone, tablet, or computer. Just click, enter your name, and Join.