



Telehealth Guidance Sheet

You are responsible for providing your own hardware and software, audio and video peripherals, and internet connection, including connection via mobile carrier. You are responsible for understanding any impact of the use of telehealth to your internet service provider plan or mobile carrier data plan. Resource Group is not liable for any charges related to the use of telehealth on your internet service provider or mobile carrier data plans.

What Service Do We Use for telehealth?

Resource Group uses doxy.me to deliver telehealth services (THS). Their website is www.doxy.me. Doxy.me is free for clients to use and allows secure communication via text, screen share, picture share, and real-time audio/video. Doxy.me states that their program is fully compliant with federal telecommunication security protocols.

Doxy.me runs on any operating system, and any hardware including desktop computer, laptop, tablet, or cellular telephone. Additional questions may be answered by visiting the doxy.me website and reviewing their FAQ pages.

About the Set-Up

Telehealth can take increased set-up time and requires reasonable comfort with technology. Please test all of your systems and technical capabilities ahead of time.

Before your first session with your provider, we recommend that you ensure that your software and hardware are working together properly and that you know how to operate them.

Confirm your internet connection is strong enough and fast enough to provide a full signal. We recommend you shut down all unnecessary programs and apps before and during use.

Although doxy.me is simple, please familiarize yourself with the basic menus and test your settings. Click on "Settings," then "Audio and Camera Setup." Make sure that your camera and microphone are working.

Do a Test Call

Before an initial telehealth session, a test call can be arranged with your provider to ensure that the technology is functioning correctly.

What to Consider About Your Location

To be eligible to receive THS from our providers, you must be physically present in the State of Maryland at the time of and for the full duration of your service.

Make sure you are in a private place, free from distraction or intrusion. A room with a door that closes is best.

Confirm there is plenty of even light with minimal glare.

Aim your camera. Check your camera angle. Check to see that your face can be seen. Avoid positioning your camera too low or too high.



To maximize audio quality, freedom from extraneous noise, and increase privacy, a headset or earbuds are often better than a speaker and microphone.

The most important part of a video conference is not the video—it is the audio. Speak in your normal voice, without shouting.

Avoid "double talk." Double talk is when both people talk at the same time. Double talk may cause audio feedback and echo. Allow the other person to finish speaking before you speak. Since audio has a very slight delay, you may want to pause briefly for the therapist to respond or to make comments.

Please dress as you would for an in-person appointment.

About the Session

Just as with an in-office appointment, you must schedule your telehealth session in advance. Telehealth services are still subject to the same late arrival, missed appointment, or late cancellation policies as in-office visits.

10-15 minutes before the appointment time, have your device on, video conferencing software launched, and be ready to start the session at the time of the scheduled telehealth appointment.

We ask that you shut down all unnecessary other programs before the session. Please take steps to minimize interruptions, including not answering calls or texts during the session, as this may disrupt the connection.

Your provider will initiate the call at the start of the appointment time. Your provider will email you a link to their virtual waiting room. Please click on the link, enter your name, and click "Go" to enter the waiting room. Your provider will initiate the telehealth session, at which time the audiovisual connection will begin.

Avoid Distortion or Disruption

If the connection is distorted or interrupted by a technical malfunction, your provider will make attempts to reconnect.

If an audiovisual telehealth session is disrupted due to technical malfunction and cannot be re-established after several attempts, please be open to having a telephone consultation for that time. Please be aware that a telephone consultation may not be covered by your insurance provider.

If a telehealth session is interrupted from your side due to a foreseeable and reasonably preventable cause, you may be responsible for a fee. Examples of such causes include but are not limited to: battery drain on a mobile device, tablet, or laptop, exceeding a data limit on a service plan resulting in slower connection speeds, or being interrupted due to inappropriateness of the space in which you are located at the time of the service.

If your session is interrupted and unable to be reconnected and if you are unable to have a telephone consult, you may reschedule with your provider for another available time. Medication providers will make a professional decision about issuing a bridge prescription.