

General Instructions for Use of Dr. Neuger's Video Therapy Platform

The COVID19 pandemic and subsequent "shelter at home" orders have resulted in insurance carriers encouraging providers to conduct therapy sessions through remote, video therapy platforms where possible.

I have been using TheraPlatform, a HIPAA compliant, confidential video therapy platform for over 2 years now with great ease and success. We can essentially do everything through the platform that we do in our face-to-face sessions.

To start using this platform in our work together, I enter basic information such as your name, phone number, and email address into the platform. Rest assured, all of this information is just as confidential as the sessions themselves. When I enter you into the TheraPlatform system, you will receive an email that looks similar to this:

Welcome to intelligentlyhypnotherapy.theraplatform.com!

The address of your virtual room is intelligentlyhypnotherapy.theraplatform.com.

The first step is to reset your password by clicking on the following link:

<https://intelligentlyhypnotherapy.theraplatform.com/#reset?u=d316255b-d0e9-4c43-af77-98a2dba4a603&t=aa9e5d09-0000-4d9a-86b0-e56f8c5>

(if you are not able to click on the link copy and paste it to the browser).

If you ever forget your password, just click on the link "Forgot Password." on your virtual room website.

If you don't see such an email from intelligentlyhypnotherapy.theraplatform.com in your inbox, check your spam folder. It will likely be there.

Follow the instructions in the email to reset your password for access to the platform. You will see a number of options. once you are logged in. Please conduct the brief test to make sure your system is compatible with the platform. Also, follow their recommendations to maximize the likelihood of a good connection that is stable and smooth.

You will also receive a second email that contains a link you will use to enter the waiting room for your session with me. Each time we set an appointment, you will receive an email with a unique link to the virtual waiting room that cannot be used by anyone else.

Helpful hints for a successful video session:

1. If the device you plan to use for our session has been on for several days or more, best to restart it at least 30 minutes prior to the scheduled session. This will close apps that would otherwise drain system resources and make for a choppy or unstable connection.
2. If you have the software installed and know how to use it, defragging your computer can also free up system resources and make for a smoother, more successful video therapy experience.
3. It is better to use earbuds or headphones than to use your computer's microphone and speakers. You will have greater confidentiality, and generally, it is easier to hear and be heard than by using the computer's speakers. Please do your best to use stereo headphones/earbuds that have good stereo sound separation. The reasoning for this will be apparent as we work together.
4. Make sure you have an area where you can have privacy from others and without distractions, like kids, pets, etc. Essentially, while it may not always be possible, do your best to structure your space like it is an extension of my office. If we don't have pets, kids, or onlookers here, we wouldn't want them during our video therapy sessions either.
5. TheraPlatform has a help tab. Please reach out to them if you are having any difficulties getting set up for our sessions. There is a bit of a learning curve to get started, but in my experience, once you are set up for the first online session, things run pretty smoothly from that point forward.
6. Obviously, you will want to get all of these startup steps done in advance of our scheduled session. Otherwise, we may be spending valuable session time ironing out technical issues that could have been avoided with a little pre-planning and preparation.

If you have any questions or concerns about any of this, please do not hesitate to reach out. I will assist you to the best of my ability.

Dr. Gary J Neuger
Licensed Psychologist