Technology Requirements for Tele-Health

Tele-health technology requirements are based on multiple factors. In order to have a successful tele-health session, a computer with sufficient processing power and a high-speed internet connection are required. Tele-health works best if both the provider and client have high-speed connections, but as long as the provider has the proper set-up, a client can still use a slower speed connection (or even their cellular plan/cell phone) and usually the session will work well.

The top determinant for tele-health is your internet speed. To test your speed, there are multiple internet sites. Some of these include:

www.speedtest.net
www.fast.com

A speed of at least 100 mbps (megabits per second) is sufficient for tele-health

Because Google Meet (the BACA HIPAA compliant meeting platform) runs via a browser, having a high-powered computer (i.e. Newer Apple MacBook or PC) is less important than in the past. However, you will still want to have the following set-up:

1. Web Camera - all laptops have built in web-cams and newer all-in-one systems also have built in webcams. If you are using a desktop pc, a webcam can be purchased for use at nominal cost.
2. Microphone - all laptops also have built in microphones. If you are using a desktop and have purchased a webcam, all webcams have built-in microphones as well. Sometimes having a separate microphone can be helpful. Another option is to use a headset (which can cut down on noise interference from regular speakers).
3. It is always best to have your computer hard-wired into your ethernet connection. Wireless connections can often be fast and stable (especially with newer routers) but nothing is faster than a wired connection, and this has the added bonus of removing potential wireless router connection issues during the sessions. If your laptop does not have an ethernet input, you can buy a USB adaptor to allow this.
4. Before your first tele-health session, test out the video-conferencing to ensure that it works seamlessly
5. In general, sessions have been successful via smartphones. Make sure to download the Google Meet app for for Apple or Android device.