

Harborlight Behavioral Health, PLLC

440 Harbor Street, Suite 310, Cedar Point, ST 58111
Front desk 555-0410 · Clinical after-hours 555-0411 · Fax 555-0412
harborlightbh.example · Mon–Thu 8:00a–6:00p · Fri 8:00a–3:00p

VISIT PREPARATION

Document
Telebehavioral visit preparation
Owner
Clinical Operations / IT Support
Version
5.3 · Approved 03/04/2027
Tech help
555-0410, option 5

Preparing for a Telebehavioral Visit

Privacy setup, technology check, location confirmation, backup plan, interruptions, and urgent-situation routing

DO THE ROOM-AND-DEVICE CHECK THE DAY BEFORE

Harborlight uses the Harborlight Secure Video platform only. Links arrive by portal and by SMS from 555-0413. We will not send a clinical video link by email.

PLATFORM Harborlight Secure Video	LINK TIMING Portal + SMS 24 hours before, and again 15 minutes before	JOIN WINDOW Opens 10 minutes before the appointment	BACKUP VOICE NUMBER Clinician calls the number on file; office backup 555-0410
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ROOM-AND-DEVICE CHECKLIST			
#	CHECK	PASS LOOKS LIKE	FAIL — WHAT TO DO
1	Private space	A closed room, or a parked (not moving) vehicle, where you can speak without being overheard	Reschedule, or move before joining. Headphones with a microphone help but do not replace a private space
2	Household interruption plan	People in the home know the hour is reserved; a note is on the door if needed	Agree on a 10-second pause signal with your clinician at the start
3	Camera permission	Harborlight Secure Video shows your face, not a black tile	Enable camera in browser or phone settings; call 555-0410 option 5
4	Microphone and speaker	Test-call screen shows green audio	Same help line; do not start the clinical hour troubleshooting
5	Power and network	Device plugged in or above 50% charge; connection not on a public kiosk computer	Move to a stronger network or switch to the backup phone plan
6	Lighting and framing	Light in front of you; camera near eye level; you can be identified	Turn off a bright window behind you
7	Backup phone within reach	The number on file is the phone in your hand or on the table	Update the number in the portal before the visit, not during it

LOCATION CONFIRMATION — REQUIRED AT THE START	THE DAY-BEFORE TECHNICAL CHECK
At minute zero your clinician will ask you to state: • Your full name and date of birth • The city and state you are physically in right now • Whether anyone else can hear the session • A callback number that will work for the next hour This is a licensing and safety requirement printed in HLBH-TELE-053. If you are not in a state where the clinician is authorized to see you, the video visit will not proceed. Staff will help you reschedule or convert to an allowed format. Stop condition: Do not join while driving. A moving car is an automatic stop.	1. Open the 24-hour portal message. Confirm the appointment time in your time zone. 2. Tap Run test call on Harborlight Secure Video. Use the same device you will use tomorrow. 3. Grant camera and microphone permission. If you denied it last time, change it in settings; the prompt will not reappear. 4. Save the SMS sender 555-0413 so the 15-minute reminder is not treated as junk. 5. If anything fails, call 555-0410 option 5 before 4:00p on a business day. After-hours tech support is not staffed.

BACKUP PLAN WHEN TECHNOLOGY FAILS

WHAT YOU NOTICE	YOUR ACTION	OUR ACTION	TIMING
Video never starts	Stay off other apps; retry the same portal link once	Clinician waits in session 5 minutes, then calls your number on file	Minutes 0–5
Video drops mid-session	Rejoin the same link. Do not start a new meeting	Clinician remains in the original session 3 minutes, then calls	Minutes 0–3 after the drop
Audio fails but video works	Type NO AUDIO in the in-session chat	Switch to voice call while leaving video up, or complete by telephone if appropriate	Immediate
Neither video nor phone reaches you	Call 555-0410 and say you are the telehealth patient who disconnected	Front desk pages the clinician; if unanswered, a portal message is sent with next steps	Within 10 minutes
Technical failure cannot be repaired	Do not keep redialing	Visit is completed by telephone when clinically and legally appropriate, or rescheduled with no missed-appointment fee for a documented platform failure	Same day scheduling when slots exist

INTERRUPTIONS DURING THE HOUR

- If someone enters the room, say so out loud. The clinician will pause.
- If you need a two-minute break, say 'pause' rather than disappearing from camera.
- If you no longer have privacy, end the video. Use the backup phone only if you still have a private place to talk.
- Screenshots, recording, or broadcasting the session are not permitted on either side under HLBH-TELE-053.

URGENT-SITUATION ROUTING DURING A VIDEO VISIT

SITUATION	ROUTE
Life-threatening emergency	Call 911 (or local emergency number). Do not stay on the video to 'check first.'
You feel unsafe in your current location	Say so if you can. If you cannot speak freely, use the pre-agreed one-word exit. Clinician follows the safety steps on the signed consent.
Urgent but not an emergency, office hours	Stay on the visit if it is in progress; otherwise call 555-0410
Urgent but not an emergency, after hours	555-0411
Platform outage before the visit starts	555-0410 option 5 (business hours) or wait for the clinician's voice call

VERSION AND APPROVAL

ITEM	VALUE
Document number	HLBH-TELE-053
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Approval date	04 March 2027
Effective	15 March 2027
Platform named in this revision	Harborlight Secure Video only
Next review	September 2027 or at any platform change

FICTIONAL SPECIMEN. Harborlight Behavioral Health, Harborlight Secure Video, SMS short codes, phone menus, and timing rules are invented for demonstration only. Telehealth rules vary by jurisdiction. This is not medical, legal, or technical advice and not a real platform guide.