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Online Therapy Technology and Logistics Checklist

The purpose of this checklist is to maximize the chances of our online therapy sessions going smoothly, without any technological or logistical glitches. Please read through this list carefully and do your best to apply these recommendations on your end. Thank you.

1. Make sure that you are in a space where you will have continuous, uninterrupted privacy for the duration of our session. You can achieve extra sound privacy by using either a white noise machine or a white noise application on your phone. Putting the white noise device on the outside of the door to your room tends to work best.
2. Please make sure you have excellent internet signal strength and speed. If you are using a laptop or computer, either use wired Ethernet connection or be as close to your wireless router as possible. If you are using your phone and are connecting through your cellular plan, please make sure you are in an area where your signal strength is excellent.
3. Please close all other programs and internet tabs, and do not download other data during our call. If you are using a phone, close all other apps.
4. It helps to restart your computer or phone prior to starting our call – this will free up computer power for a stable video call.
5. Ideally, please use either a laptop or a computer with an adjustable webcam, so that you can easily adjust the angle at which I see you.
6. Oftentimes the audio or video can be choppy for the first one or two minutes of the call. This is normal, and the connection will usually clear up after a minute or two.
7. I recommend using a videoconferencing Bluetooth headset (headphones with a boom mic on the side) for best audio quality on both ends. You can Google “videoconferencing Bluetooth headset” to see examples of these products. Having a Bluetooth headset will also make it easier for you to move around for any body work that we may do.
8. We will be using the HIPAA-compliant, end-to-end encrypted online service Doxy.me. There is no need for you to download any special software – just, when you are ready, follow this link in your web browser: <https://doxy.me/maxtsymbalau>. Then follow the prompt to check into the virtual “waiting room”, and I will video connect to you shortly.
9. Payment for online sessions is due before the beginning of the session and is payable by PayPal (max@maxcounseling.com) or Venmo (@maxcounseling).

If you have any additional questions, please email me at max@maxcounseling.com or call me at 206-602-0752.