
The following recommendations are for staff who work remotely while providing telehealth services. Adherence to these recommendations will provide the best employee and patient experience.

Land-Based High Speed Broadband Internet Recommendations

Minimum Required: 50 Mbps down/5 Mbps up

Recommended Minimum: 100 Mbps down/10 Mbps up

Jitter less than 15ms

Ping (latency) less than 50 ms

Packet Loss 0%

- Minimum and recommended speeds may vary based on other activities on the same network such as online streaming services (music, video, etc.), number of other active users of the same home network, and other activities occurring on your device such as updates or receipt of emails with large attachments.
- Mobile hotspots, cellular, fixed cellular, satellite providers, or tethering to another device are discouraged due to greater jitter and latency they present.
- Home internet connections which do not meet the minimum requirements will cause dissatisfaction from patients and providers.
- Check audio and video settings prior to joining a visit.
- Run a test on overall internet connect using <http://speed.cloudflare.com>. All results should exceed those listed.
- While bandwidth requirements per patient call are far less than the minimum required here, the service providers who advertise those slower speeds fall into the cellular or satellite categories which introduce higher jitter and latencies. In addition, the Northern Light Health laptop/desktop is performing many behind the scenes activities which also use up bandwidth.

Device Network Connectivity Recommendations

Laptop/Desktop must be hardwired to home internet.

- Northern Light Health laptops/desktops are required for Telehealth visits and use of personal devices is prohibited.
 - Wired connections are more dependable, have minimal frequency interruptions, and offer faster speeds as compared to devices connected wirelessly.
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- Northern Light Health laptops/desktops should not be directly wired into the “Internet” or “WAN” port on Internet Service Provider (ISP) modem. Instead use the “LAN” numbers (1,2,3...) ports to connect personal. Wireless connections are prohibited.
- Device to the modem or router.

Headset and Webcam Recommendations

Use headset and webcam provided by Northern Light Health

- The headset and webcam provided by Northern Light Health meets or exceeds all Windows and Amwell requirements.
- Use of the headset ensures audio from the patient is clear and audio to the patient via the microphone is clear and free of any background noise.
- Use of other headset or use of laptops/webcam microphone will introduce other unintended background noises making it harder for patients to hear.
- Use of the microphone and speakers built into the laptop are prohibited.