



Telemental Health Services – What to Expect

As a response to the current COVID-19 outbreak, we are all trying to do our best to practice social distancing to stop the spread. Many mental health therapists are transitioning to offering Telemental health services. This is a way to ensure that you do not have a disruption in your therapy services during the crisis. This guide will help you understand what to expect if you choose to receive Telemental health services.

What are Telemental health services and when are they used?

Telemental health services are used when your therapist cannot be physically present with you to meet for a therapy session. You will be present in your home and your therapist will be present at another location. Telemental health services allow the therapist and client to use audio and video technology, over the internet, to conduct a secure therapy session.

How does Telemental health work?

You will need to talk with your therapist and agree together to transition to Telemental health sessions. Your therapist will work with you to sign a form to consent to receive Telemental health. There are many different electronic programs that provide a secure way for you to meet with your therapist utilizing audio and video technology. In general, you will receive a link and/or instruction from your therapist via e-mail before session. When it is time for your session, you will click on that link to access the program and meet securely with your therapist for your video session.

What equipment do I need to join a session?

- 1) Computer, tablet, or smart phone with a webcam and microphone.
- 2) Access to an internet connection if using a computer or tablet
- 3) Talk with your therapist to find out if there are any other specific requirements needed.

How is it different than a regular session with my therapist?

Other than you and your therapist not being in a room together, there is very little difference in the session. You will be able to see and hear your therapist in real time and discuss any concerns you have. Additionally, Telemental health sessions will be billed to your insurance.

Will the appointments be recorded?

None of your appointments will ever be recorded or stored. The same privacy guidelines that applied to your in-office sessions will also apply to your Telemental health sessions.

Why should I try Telemental health?

Now more than ever, during this crisis, it is important to continue to receive support. Telemental health services allow you to receive the mental health services you need without putting your health or the health of others at risk. Plus, it's 100% HIPAA compliant and secure. Just like a face-to-face appointment, your Telemental health visit will be private and confidential.

How should I prepare my space for a Telemental health appointment?

- 1) Identify a suitable room that is quiet, private, and free of distractions.
- 2) To keep background noise to a minimum, make sure to close any doors, shut windows, and turn off the television.
- 3) If the client is a minor, a caregiver/guardian should be present in the home during the session and accessible by phone for the duration of session.