

Getting Started with Telehealth

Telehealth is quickly becoming an important tool to ensure people can still receive their therapeutic support during challenging times. Since this is a new endeavor for most, below are some guidelines for your telehealth therapy session:

1. You should view your telehealth session just as you would any other office-based session. These sessions are to be taken just as seriously.
2. You must be on time to session, just as you would in person.
3. If you are not going to attend your telehealth session, you still need to notify us, just as you would for an in-person session.
4. There may be times you have to wait for your session to begin, just as if you were in a waiting room in the clinic. Your therapist could be delayed for a variety of reasons which are out of their control. Please be patient and wait for your provider to begin the session. If for some reason you are waiting for an extended period of time (15 minutes or more), you can call the office to check on your provider.
5. You should groom and dress for your telehealth session just as you would to come to the office.
6. You should not be walking around in public places, lying in bed or engaging in other activities while participating in telehealth. Interference or distractions from wind, traffic, television, and other noises or activities can quickly derail a session.
7. It is important to be awake, alert and focused, just as you would in the office.
8. You should do your best to be alone in a private space during the session. Except for family members who may be required to join the session, other friends or family should not be in the room, listening or making noises. We realize this may take extra preparation on your part, but we want the session to benefit you as much as possible.
9. If you or your child participates in play therapy, having some toys or art supplies nearby would also be helpful in case they are needed.
10. If your child will be participating in an individual session, it is important to ensure they are in a safe space and that the therapist has a way to reach you in case you are needed.
11. If using your phone, it is beneficial to silence your alerts or put your phone on do not disturb, so as not to disrupt or disconnect the session.

These guidelines are not meant to restrict you, but instead to optimize your counseling experience.