



## Telemental Health Reference Guide

Perspectives Therapy Services is pleased to be able to offer telemental health services for situations that may prevent an in-person therapy session. Circumstances that may lead to engaging in these services include, but are not limited to:

- Illness or health-related barriers
- Inclement weather
- Geographical distance due to travel

Telemental health services provide a convenient and effective way to stay engaged in treatment, leading to symptom relief and successful outcomes. We care about your privacy and confidentiality, and therefore, have chosen the telehealth platform called Doxy.me to connect with you, using online video-conferencing. This system is HIPAA-compliant and secure (encrypted).

### How can I begin telemental health services with my PTS provider?

**Step 1:** Talk about the possibility of telehealth services with your mental health provider.

**Step 2:** Complete the telemental health consent form.

**Step 3:** Schedule an online session. Your provider will send you an invite via email. The email will include a link to their Doxy.me 'waiting room'.

**Step 4:** A few minutes before your appointment time, click on the link emailed to you by your therapist, and wait for them to begin the session.

### Does insurance cover telemental health services?

Most insurances are allowing telehealth audio-visual (i.e. *Doxy.me*) sessions during the 2020 COVID-19 pandemic. However, it remains best for clients to call their insurance companies regarding their own policies.

#### QUESTIONS TO ASK YOUR INSURANCE REPRESENTATIVE

Does my policy cover telehealth for mental health?

- *If yes*, can I continue to see my own therapist that is using Doxy.me? Is phone-only covered? Do I have a copay or deductible?

### What will I need?

Chances are, you already have the equipment you'll need for a telemental health visit. Here are the basics:

- PC Computer, Laptop, Smartphone, or Tablet
- Email address to receive the invite with link
- Microphone (*if not included in mobile device or computer*)
- Webcam (*if not included in mobile device or computer*)

# 6 Tips for a Great Telehealth Experience



1

## Restart your computer before a call.

Other software might be using computer power or interfering with your video or microphone. Restarting your computer will assure your computer is ready for video.

2

## Use the fastest internet possible.

Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience. Ethernet cable often provides the best results; however, wi-fi connection will suffice.

3

## Use a newer computer with plenty of speed.

Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.

4

## Consider low-resolution display settings.

If you are experiencing poor video quality, try lowering the resolution. By doing this, it requires less bandwidth and computer power, resulting in less choppiness during your call.

5

## Have headphones nearby.

Typically, your computer will automatically eliminate echo or audio feedback so you don't hear yourself talking. But if these happen, have headphones on standby and ready to use.

6

## Design a therapeutic space.

- A quiet, private environment is important for both therapists and clients to speak openly and freely. Close the door, and place a "Do not disturb" sign on it if possible.
- Front lighting is helpful to see one another easily. Avoid sitting in front of a window. (No backlight!)
- Supply yourself with a beverage and a tissue box.
- If using a smartphone to connect, consider getting a stand so that you don't have to hold it for the entire session. Your arm getting tired may be an annoyance and distraction from therapy.
- Try to look at each other, not the screen. This encourages real connection. Consider putting a post-it note over your face so you're not distracted by your own image. (People tend to want to look at themselves.)