



ONLINE COUNSELING GUIDE

Online counseling or Telemental health is very similar to what an in-person session would be, except you'll be connecting with your therapist/case manager via video chat cloud-based software called Zoom. This way, you'll be able to see and hear your therapist/case manager and they will be able to see & respond to you from your phone, tablet, or computer in real time—which helps to build connection and deliver support. Yes, there is always the chance that technology can goof, but you will have a plan for troubleshooting set in place should that arise to minimize any disruption to your session.

BENEFITS OF ONLINE COUNSELING

- Have fast and easy access to convenient services from your home, office, or when traveling
- Reduces stress by staying in the comfort and safety of your own home
- Flexible session times that are secure and private HIPPA-compliant platform
- It's simple to use with a computer or mobile device that has a camera and high-speed internet
- Saves time by avoiding travel, unpredictable weather, or waiting in an office
- Saves money with travel expenses like gas, parking, and extra meals out
- Eliminates childcare or eldercare issues

GETTING STARTED WITH ONLINE COUNSELING

1. EQUIPMENT

- Computer, tablet, or phone
- External or integrated webcam and microphone
- High speed internet connection

2. HOW TO ENTER YOUR SESSION

- Check your email or text for a link to your session (if you don't see the email, check spam or junk folders)
- Click the link to enter your session
- Wait in the virtual waiting room until the therapist or case manager opens your session
- OR download the Zoom app (AppStore or Google Play) and register with the email address you provide to the therapist

3. WHILE IN SESSION

Please Ensure the following:

- The camera can show your whole face (if using a mobile device, camera is propped and positioned adequately)
- Lighting is adequate
- Your volume is up
- You are in a room that is private with no distractions
- Therapist is aware of anyone else in the room with you

4. BETWEEN SESSIONS

- Continue to keep in contact with your therapist/case manager, as needed
- Call 9-1-1 if you have an emergency
- Contact our office if you have any questions