

What to Expect for TeleTherapy Sessions

Video Therapy, commonly known as "TeleTherapy", "TeleHealth", or "TeleMedicine", can be just as effective as face-to-face therapy and can be even more convenient. Below are some guidelines of how to prepare for your Video Therapy session and what to expect. These guidelines were created to provide the high quality of service and ensure confidentiality.

Before we begin an agreement...

- Technology Needed:
 - Phone or computer with a clear quality camera and clear audio
 - Stable, broadband internet connection (best with ethernet cord)
 - Antivirus and Anti-Malware protection are up to date on computer
- Space Needed:
 - Quiet, private location, free of distractions like playing games, driving, and not being in public
- Consideration Needed
 - YST will protect your privacy as much as possible but there is always some risk of interference.
 - For more information on how YST protects your privacy, please see the "Informed Consent" document
- Set-Up Needed:
 - Camera or computer set at eye level, in a well-lit environment (In other words, your face needs to be seen!)

Remember: The better the set up for eye contact and clear verbal communication, the better the therapy experience!

Before the session begins...

- Decide how you want to keep your privacy if you will be near people during therapy
 - Maybe you decide to tell your roommates you'll be busy for an hour in a work meeting?
- Communicate with your insurance company to see if Video Therapy can be reimbursed.
- Close down all apps, websites, notifications, on your TeleTherapy device etc.
- Have your Photo ID ready to show your Therapist
- Prepare to present your emergency contact information

What to Expect for TeleTherapy Sessions (cont.)

What to expect during the 1st session...

1. Therapist will ask to see your photo id
 - a. Just hold it up to the camera when asked
2. Therapist will lead a discussion on a safety plan in case of emergencies.
 - a. Clients will need to provide at least 1 emergency contact's name, address, and phone number
 - b. The name of the closest emergency room to you
 - c. A plan in case someone enters your space unwelcomed (maybe a code word?)
3. Therapist will lead a discussion to create a plan in case of tech issues.
 - a. Want a phone call? Want to change to different device? Want to reschedule?

Sessions will not be audio or video recorded by Therapist or by Client, unless verbal and written agreement is given.

How to Create an Account on the TherapyAppointment site:

1. Therapist will send you a link to set up your TherapyAppointment account.
2. Create a username and password
3. Follow the directions to fill out the Biographical Info Form, as well as read and sign both the Informed Consent and the Financial Agreement
 - If you are doing couples or family therapy, the "Informed Consent" and "Financial Agreement" forms will need to be printed (1x) and signed by each therapy participant. You will then scan or take a picture of the document. (Hold these scans/pictures until step 6.)
4. In the "Profile" tab, enter your personal information including your physical address, an emergency contact, credit card, and any additional phone numbers. This is also the location to enable "reminders", so you can be notified of your next appointment.
5. In the "Dashboard" tab, you can enable two-factor Authentication to add a second layer of protection to your account.
6. In the "Messages" tab, create a new message and attach a scanned picture of your photo id to send to your Therapist. Inform Therapist you have completed all the steps and would like to schedule an appointment.
 - If you are doing couples or family therapy, the scanned and signed "Informed Consent" and "Financial Agreement" should be attached to to this message as well.



What to Expect for TeleTherapy Sessions (cont.)

How to Log in to your Video Therapy Session:

1. Therapist will send you a Google Meet link to access the video therapy room. This unique link will be sent via the TherapyAppointment messaging platform. You may click this link or copy and paste it in the web browser.
2. Wait until your Therapist enters and the session begins!

TeleTherapy Appropriateness

TeleTherapy is not always appropriate for everyone. The following Clients do not qualify to receive YST TeleTherapy Services:

- Clients not physically present in the state of Alabama
- Clients struggling with suicidal ideations or self-harm
- Clients struggling with homicidal ideations
- Clients mandated by court requirement to attend therapy
- Clients dealing with domestic violence
- Clients without access to technology (camera, microphone, printer, and internet)
- Clients without access to privacy to conduct therapy
- Clients without a credit card or bank card to pay for services

If you have read, understand this document, and qualify as someone who is appropriate for TeleTherapy services as indicated above, Please Sign below:

Signature of Client

Date

Signature of Client 2

Date