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## TELEHEALTH SERVICES

Telehealth services allows clients to access therapy remotely through an online connection. My practice uses Simplepractice, which provides secure, HIPPA protected connections which ensure the highest level of privacy and confidentiality available. The following guidelines help make the telehealth service more beneficial:

1. If possible, use a non- moving device to connect to your telehealth session. You can still use your phone, or laptop, however it is best if the device is not being moved around while you are speaking. This allows for a clearer connection and less breaks or gaps in audio transmission.
2. Make yourself comfortable in a private space, where you can talk freely without being overheard by others. If there are family members at home, it is best to let me know that at the beginning of the session. If you have pets, they are welcome to join as I would love to see them! Some pets can be loud and create difficulty with the audio transmission, it is a good idea to have a space for them to be during the session if possible.
3. I will be working from my office, where I can provide confidentiality and a secure space. If the transmission is unclear, I may need you to repeat yourself or adjust your device or your device's settings. Teletherapy works best if you are not eating, drinking or doing other things during the session. This sounds simple, however when we are home we are often distracted by other things. The challenge is to use this time to focus on yourself, just as we would during a regular therapy session.
4. Sometimes, connection issues cannot be fixed in a reasonable amount of time, and this can lead to frustration. While it might seem best to use a commercial venue such as Skype or Google Hangouts Meet, these are not HIPPA protected, which

puts your confidentiality at risk. Most connection problems can be addressed in 24 hours.

Attached to this email is a guideline for how to access and use the telehealth application from Simple Practice, if you have any questions please contact me at 802-585-4894. Stay Well!!

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