

Tele-Therapy FAQs and Information

Since COVID-19, First Responder Trauma Counselors are now assisting clients by telephone or FRTC TeleHelp (online video). As our clients are First Responders, and are currently on the

front line of this war with the “invisible enemy”, we want to ensure that all our Clinicians remain well and healthy, so that we can be there for all our clients the moment we are needed.

Working face to face *is and always will be* our first choice however, as times have changed the way that we all do business, we have had to rethink how we can best serve our clients, for now, working by distance will be just as effective and impactful if it is required.

Please know, that should a client be in a situation where they need us, and simply cannot access the tools for FRTC TeleHelp, we will do everything in our power to ensure that we are there for them, if that should mean that face to face (mask to mask) is the only option, we *will* conduct the interaction in person.

The following are answers to the most common questions we get from clients about how this works.



GENERAL QUESTIONS ABOUT TELE-THERAPY

WHAT IS TELE-THERAPY?

"Telehealth" means a mode of delivery of health care services through telecommunications systems, including information, electronic, and communication technologies, to facilitate the assessment, diagnosis, consultation, treatment, education, care management, or self-management of a covered person's health care while the covered person is located at an

originating site and the provider is located at a distant site. The term includes synchronous interactions and store-and-forward transfers.

"Telehealth" does not include the delivery of health care services via telephone, facsimile machine, or electronic mail systems.

IS TELE-THERAPY SECURE?

Absolutely. We use a secure, HIPAA-compliant, encrypted video platform. It is comparable encryption to using your bank's website.

QUESTIONS ABOUT ACCESSING A SESSION

HOW DO I CONNECT WITH MY COUNSELOR?

Prior to your session, you should receive an email that contains a link to your video session. About 5 minutes or so before your session, click the link. If you are on a...

...computer, it will launch a webpage and you'll be asked to allow the website to use your camera and microphone. Go ahead and allow it. You'll land at a webpage that gives you options to change which camera or speakers are being used (almost all clients will just use the default) and gives you a space to type in your name (just a first name is fine). Once you are done, click the button to join the session.

...phone or tablet, you may be taken to a webpage similar to above. However, you may also be prompted to download an app called "Tele-Health by SimplePractice." Once the app is downloaded, go back to your email and click the link again. It will launch the app and bring you to a screen where you can click a button to join the session.

TIPS FOR A SUCCESSFUL TELE-THERAPY SESSION

Bigger Devices Are Better

While we can and have done sessions with clients who are using their phones, the small screen and the fatigue of holding up a phone in front of you

can detract from the session. Use a computer or tablet if you can. If a phone is your best option, find a way to prop the phone up in front of you rather than trying to hold it.

Check The Shot

When you are getting ready to log in to your session, the webpage will display your video feed. Take a moment to frame yourself well. Ideally, you will be visible from about mid-chest up framed so your head won't be cut off at about eye-level with the camera well-lit with light coming towards you (and not backlit)

Headphones Help

Whenever possible, please use headphones. This ensures that you can hear us well. It also keeps us from hearing ourselves coming back from your speakers through your microphone which can be very distracting from the session.

Select a Good Space

To the extent possible, pick a place that will work well for you to be focused on the session and not interrupted or distracted. People walking through, pets clamoring for attention, un-finished chores staring at you from across the room, and other factors like that may end up detracting from the session.

Honor your therapy time by finding the best space possible for it.

Protect Your Connection

If possible, ask that family members or roommates go easy on the bandwidth while you are in session. Streaming movies or playing online video games can slow down the internet connection and cause lags in our session.

If you have any questions at all about this working with your counselor over distance, please don't hesitate to reach out and ask them ahead of time.