

Empowering for all stages of life.

Online Therapy FAQ's and Tips

What is online therapy?

It's the use of electronic transmission to provide interactive real-time mental health services remotely. We're using video and audio to closely simulate in-person dynamics.

We use telehealth's Secure Video, software with encryption via a HIPAA-compliant platform (Zoom) to maximize your confidentiality. It offers video options for both individuals and groups.

What kinds of services can be provided to me via telehealth?

Through telehealth online therapy you can work with an experienced therapist to engage in counseling, psychotherapy, consultation, assessment and diagnosis just like with in-person therapy.

What are the benefits of online therapy?

Research shows that it can be a very effective alternative to in-person therapy.

Online therapy:

- can flexibly provide continuity of care when in-person treatment sessions cannot be conducted in the office
- allows for both verbal and non-verbal communication, similar to in-person therapy
- offers connection to others and mental health support during this potentially distressing and isolating period at home

Are there any downsides?

No electronic transmission system is considered completely safe from intrusion. So, your psychotherapist cannot fully guarantee the security of telehealth sessions. That said, we use software with encryption via a HIPAA compliant platform to maximize your confidentiality. And

some people say that telehealth services do not have the same level of comfort and may not seem as complete when talking about personal and private matters. Misunderstandings can more easily occur. This may impact the professional therapeutic relationship. We encourage clients to discuss these experiences with their therapist. Clients will review and sign a telehealth agreement with details about the advantages and potentials downsides.

How do I join a session?

It's a quick, easy process. As mentioned, we use the Secure Video platform for our services. Clients can connect with their therapists using smartphones, laptops or desktop computers. Laptops or desktops are recommended because of the larger screen sizes.

1. Once your therapist schedules your session, you'll receive an invitation to download the Zoom app and to RSVP to your session.
2. Download the Zoom app.
3. Confirm your appointment by responding to the email you will receive.
4. Find a private and comfortable place with a good Internet connection for your session.
5. Go to the "waiting room" when you are ready to start your appointment.
6. Join the session!

Do I need to clean up a bedroom for my daughter's therapy session?

No! Set up a laptop in any private space in your home. Only the area right behind her will be visible unless she chooses to show the therapist more of her space.

If you'd prefer, **you can select a virtual background**, which replaces the space behind the client with the image of a comfortable "therapy space."

What about confidentiality?

Find a private space in your home, and you're ready to go. The client and therapist agree to keep the same privacy safeguards as during an in-person session. The environment should be free from intrusions or disruptions. We use Telehealth software with encryption to maximize your confidentiality.

The client is responsible for participating in the session in an enclosed private room, with reasonable sound barriers, and with no one else present or observing. The client and psychotherapist agree to not record the Telehealth sessions without prior written consent of both parties.