What to Expect from Tele-Mental Health Services

What to Expect Before You Begin Tele-Mental Health Services

Prior to beginning distance counseling,

- You will be required to provide information about how to contact you and emergency resources in your current location.
- You will also be provided with forms that share more details about the nature of counseling, and you will be asked to sign and return those forms prior to your first tele-mental health appointment.
- If using TEAMS, we will email you a link to the appointment. If you are using the phone, you will provide us with a phone number at which to reach you.

What to Expect in Your First Tele-Mental Health Appointment

Tele-mental health sessions are held via TEAMS or by phone.

- If using TEAMS, it is recommended that you sign on to your account at least 5 minutes prior to your session start time. You are must initiate the connection at the time of your session by clicking the link provided by the Counseling Center staff.
- If using the phone, your counselor will call you at the time of your appointment using the phone number you provided.

In the first tele-mental health appointment, your counselor will begin by reviewing the informed consent forms you filled out and asking a few screening questions to assure that tele-mental health services are appropriate for you.

Emergency Management for Distance Counseling

In the event of an emergency, and for your safety, the following measures are important and necessary:

- Your counselor will need to know the location/address in which you will consistently be during counseling sessions, and will need to know if this location changes.
- Your counselor will request that you identify someone whom you trust, to give your counselor permission to contact should a situation occur that your counselor believes you to be at risk. You will verify that this emergency contact person is able and willing to go to your location in the event of an emergency, and, if your counselor deems necessary, call 911 and/or transport you to a hospital.

Backup Plan in Case of Technology Failure

- The most reliable backup to TEAMS is a phone. Therefore, it is recommended that you always have a phone available, and that you provide your counselor with your phone number.
- If you get disconnected from a video conferencing session, re-start the session. If you are unable to reconnect within five minutes, your counselor will call you at the number you provided.