

Front Range Psychological Services
5738 Olde Wadsworth Blvd.
Arvada, CO 80002
Ph. 720-230-6863

Telehealth Guidelines

Remote therapy sessions are different from meeting in person; at the same time, it is also very different from a typical phone conversation, Skype or Facetime call with family or friends. Listed below are some guidelines for how to make the most out of your remote sessions. Each guideline is intended to maximize the remote session and make it as “in person like” as possible.

1. The most important thing is to have privacy. It is my responsibility to provide privacy in my office and on my end of a remote session, and it’s up to you to ensure privacy on your end of a telehealth session. Please do everything possible to make sure you are in a private space where you will not be overheard or interrupted. You may need to ask others in your space to respect your privacy by doing things like turning on entertainment in another room. You may also consider using headphones to immerse yourself in the session, as well as to enhance privacy and audio issues (i.e. feedback and echoes).
2. Make yourself comfortable but not too comfortable. If you can, settle into a comfortable chair. A desk or workspace is best. Do not lay down or recline on furniture. To the extent possible, try to arrange yourself as you would if we were meeting in person.
3. Put a box of tissues nearby. If you want, pour yourself a glass of water, but avoid snacking or eating.
4. Silence devices other than the one you are using for our call. Quit other applications and turn off notifications if you can. Additionally, on video calls, use the “hide self-view” option in order to minimize self-consciousness and again become more immersed in the session.
5. Leave yourself an additional 10-15 minutes before and after sessions. You need alone time before your session to mentally prepare and clear your head, and alone time after to process and absorb. If possible, take a walk around the block before and after sessions. If you can’t go outdoors, you can wander around your place if you’re alone, or do some gentle stretching. Try not to leave another activity and immediately start a session or jump into an activity immediately after. The “buffer” time before and after is an important part of the session which would typically be included in an in-person meeting through via your commute.
6. Try to meet from the same location when possible. The consistency and predictability of the physical setting is helpful for our work.

Following these guidelines may make your remote sessions a little less convenient, but the benefit will be well worth the effort.

Technology

It is important that you are familiar enough with the technology to have a smooth videoconference experience and to protect your online privacy. If you are uncertain about any aspect of the technology, please ask me.

1. If you connect to the internet via Wi-Fi, be sure to use a secure, password-protected network. If you are unsure what this means, please ask.
2. I recommend using a good quality headset instead of relying on your computer's built-in speaker and microphone. We'll hear each other better and you'll be less distracted by background noises. Good headsets are inexpensive and readily available.
3. Poor or dropped connections may occur, sometimes at sensitive moments. If our call is disrupted, please attempt to reconnect and I will do the same. If we cannot reestablish a connection, please call or text my cell phone (720-230-6863).
4. The same privacy and confidentiality applies to online meetings as to in-office meetings. Neither of us will record a session without the other's knowledge and consent.
5. If you are using a videoconference platform for the first time, make a test call in advance. You may need to go into the program settings to select your desired microphone and speaker and adjust your volume settings.
6. Email is not a secure means of communication. Please limit email communication to administrative matters like scheduling and billing. For your privacy and protection, restrict discussion of personal matters by email as much as possible.

Client Name, Printed

Client (Parent/Guardian) Signature

Date

Provider Name, Printed

Provider Signature

Date