

Telehealth Services: What To Expect

Welcome to telehealth (video and/or phone based) services with Bridgeway and Clear Paths!

We are providing these guidelines so that your individual and group telehealth sessions will be as effective as possible in supporting your treatment goals. Please read this tip sheet carefully, and thank you for taking a few minutes prior to your appointments to put these guidelines into practice:

1. Make sure to put your telehealth appointments in your calendar so that you will not miss any.
2. Carefully read any instructions that your counselor sends you before your appointments so that you will be able to successfully join the meeting. This is especially important when the meeting is video-based as there are several steps you will need to do to be able to connect electronically.
3. Assure that you are appropriately dressed for your appointment. Anything that would be inappropriate for a clinic based session is also inappropriate for a telehealth appointment.
4. Please take a few minutes to arrange for a quiet, private place to join the meeting from. Think about who else will be in the area you are in and ask them to please give you privacy for the duration of the meeting. **IT IS VERY IMPORTANT THAT YOU MAINTAIN CONFIDENTIALITY DURING YOUR SESSIONS**, especially groups. Only you should be able to see and hear the other clients who are attending group with you, just as if you were at the clinic attending group. If you have earbuds or a headset, please wear those during your session in addition to putting yourself in a private area in whatever building or outside space you may be in.
5. Please plan to enter the 'virtual lobby' a few minutes before your appointment starts. Just as in the clinic, it is important to start your telehealth appointments on time. (if you have waited for more than five minutes in the lobby without being invited in, please try exiting out of the video platform, go back to your email and reclick the link in the invite; if you used our website to click into group, please try leaving the lobby and going back through the website link)
6. During group appointments, please keep yourself on 'mute' when it is not your turn to talk as this will help greatly in keeping background noise down and will help everyone be able to hear what is being shared.
7. During group appointments, please follow the same rules as you would during a group in clinic:
 - a. Do not eat during group
 - b. Only one person talks at a time
 - c. Come to group prepared to participate, with any assigned homework done
 - d. Do not come to group under the influence
 - e. Be on time
 - f. Be respectful of others
 - g. What's said in group, stays in group (do not share what anyone else in group said with anyone that wasn't in group)
 - h. No smoking during group
8. During individual sessions, talk with your counselor about how your groups are going. We want you to get the most out of your treatment!

Responsibilities Related to Receiving Telehealth Services

1. While receiving telehealth services, you are responsible to ensure privacy at your location and to notify your counselor of any persons in the location, either on or off camera, who can hear or see the session. Bridgeway cannot guarantee complete confidentiality of information shared during telehealth since they cannot control possible privacy breaches related to your setting.
2. Recording of sessions, either through audio or video, is not allowed unless this is agreed on by both you and the counselor ahead of the session.
3. Either you or your counselor can discontinue the telehealth services if those services do not appear to be benefitting you therapeutically or if it is determined that the videoconferencing connections or confidentiality protections are not adequate.

We are excited to 'see' you in session and will do everything we can to help you have a successful telehealth experience with us. Please let your counselor know if you need any extra help getting started.

Sincerely,

Bridgeway and Clear Paths Treatment Teams