

Northern Prairie Community Clinic Telehealth Videoconferencing

Northern Prairie Community Clinic (NPCC) is currently offering mental health and speech sessions via telehealth videoconferencing. Videoconferencing allows clients and therapists to meet face-to-face in a private and secure setting. Video telehealth sessions are conducted using a web-based video conferencing service called *Zoom*. Since videoconferencing may be a new experience for some clients, we have created this handout to help our clients know what to expect. *Note:* These procedures are subject to change and we will notify you of any changes as soon as possible.

How do I set up a video telehealth session?

Call the NPCC to set up your first appointment. Our staff will obtain your contact information, which includes your email address so they can send you intake paperwork to be completed prior to your first session. We will schedule your first intake and assign a therapist to you. *Note:* All calls from NPCC may appear on your phone as "blocked" or "private number".

What is Zoom? How do I set it up?

Zoom is an online video conferencing service. The service is HIPPA compliant. Your therapist will send you a link prior to your session. Because the program is web-based, no additional software is needed. All that is required is that you have an email address, web access, and a computer, laptop, or tablet with video camera.

How should I prepare for the video telehealth session?

- NPCC staff will send you paperwork. Please have this paperwork completed before your first session.
- Create a space for your video chat session that can maintain confidentiality. Ideally, this will be in a place where you can be alone with no disruptions and not be overheard by other people, such as your home office, bedroom, or kitchen table. If your family home situation makes finding a private space difficult, the therapist can discuss reasonable accommodations with you.
- If you are using a wireless router, we suggest that your WIFI is password protected. If you do not know how to do this, contact your internet provider.
- Develop ways to limit distractions and disruptions, such as locking the door or placing an "in session" sign on your door.
- When possible, use headsets or ear buds. These aren't necessary if your space is in a soundproof area or a space where others do not live nearby. Please use your best judgement.
- If using earbuds or headsets, do not use Bluetooth devices, they can inadvertently be picked up by others nearby.
- It is also recommended that you turn off or remove from the room any passive listening devices, such as your cell phone, smart speakers, etc.

What will happen during my video telehealth session?

- During your first session, your therapist will walk you through a brief consent procedure. If not already signed, during this procedure you will sign documentation consenting to telehealth treatment. Note that you are free to revoke consent for treatment at any time.
- The therapist will provide an outline of steps to keep the session private and confidential.
- The therapist will also ask you a few quick safety questions as part of a safety check conducted before each session.
- After completing the procedure outlined above, the therapist will begin the therapy session.

How long will the video telehealth session take?

Typically, individual sessions are 45-50 minutes. The first session, assessment feedback session and family/couples' sessions may require up to 90 minutes.

What if I don't have a computer or WIFI?

If you do not have access to a computer, laptop, or tablet with video camera, you might consider using a smart phone. If you must use a smart phone, we encourage you to place the smart phone in a stationary position using a stand or similar apparatus. Hold your smart phone in your hand for 45 minutes will not only be tiring but may also cause your therapist to feel motion sickness!

