

Hi and welcome to "telehealth". Telehealth is a catch-all term that means a session over the internet or by phone. While some people prefer in-person sessions, many people have mentioned that they are just as able to participate and relate via telehealth. For the foreseeable future, this is the method that we will employ in our work together. Your insurance company or EAP will usually process telehealth the same way they do for in-person sessions.

There are some important things for you to know:

I will confirm your physical address for emergency purposes, and will contact emergency services according to the mandated reporting policies outlined in the Office Policies and Procedures you received when you first began therapy.

If you aren't a tech whiz, that's OK. If any of the steps outlined below don't work for you, don't worry about it. It's helpful for you to prepare your computer in advance for our session, but not a deal breaker. I can always walk you through it at the start of our session if needed. Even if you are a tech expert, please read the rest of this document – for my sake! Thanks.

We will require a program to provide us with a way to connect. There are several available, including the one that I use, called "Zoom". I use Zoom because the program is able to provide an encryption level that meets the standards of Federal and State patient privacy laws, and because their service is more reliable than other programs (smoother transmission of video and audio). It's important to note that some level of technology failure is to be expected. However, technological glitches can be awkward for both of us. THE BEST WAY TO HANDLE TECHNOLOGY ISSUES IS FOR US TO GIVE EACH OTHER HONEST FEEDBACK IN REAL TIME. Here are some of the issues that may arise:

- **Frame Freezing** – When one party's image or voice (client or therapist) freezes. You may see me talking but not hear me, or hear me but see my face frozen in place. I may or may not be aware that this is happening, so please tell me. You can always text or call me on my cell phone if I'm unable to hear you – and I will do the same.

Note: My internet connection is generally good but, on occasion, I will be dropped from the internet entirely. It's unlikely, but if that happens, I will restart the meeting and you can rejoin using the link in the "invitation email" you will have received prior to our appointment.

- **Jittering** – Jittering is when either the audio or video feed from one or both of us is still streaming, but it stops and starts in very rapid succession.
- **Background Noise** – I have found that background noise is inevitable. I personally have several dogs and a small house, so it's likely that you will hear them at some point, even though I've taken steps to separate from them.
- **Other People and Confidentiality** – I will be listening to you through a headset or earbuds, so that in the unlikely instance that someone else is in my home during our session, they won't hear anything you say. I will never allow another person to enter the room while we are online.
- **Lighting** – If possible, please set yourself up so that there is light shining onto your face, rather than behind you. If you sit with a window or other light source behind you, I won't be able to see your expressions.

It is my hope that by mentioning these issues now, we can agree to ignore distractions and talk about technology glitches when they come up.

- ZOOM INSTRUCTIONS

- Prior to our appointment, it's important that you download the Zoom program to your computer. You can find it here: <https://zoom.us/download>
If you need help downloading and installing the program, feel free to call me.
- Here is an important video (called "Join a Meeting") on how to use Zoom and how the icons on the Zoom meeting screen function: <https://zoom.us/resources>
- You will receive an "invitation" email from me prior to your appointment. It will contain a link for you to "join a meeting" with me. When you click on the link, you'll be taken to a virtual waiting room, where I will "admit" you into the meeting.
- There are several places on your computer, audio/video equipment, and on Zoom that can affect my ability to see and hear you. You'll need to adjust the volume control on the computer, possibly any microphone or webcam, and you'll need to make sure to be "unmuted" on Zoom. There are little icons (pictures) in the lower left-hand corner of the Zoom meeting screen – a video camera and a microphone. Make sure there isn't a red slash through either of those. If there is a red slash, click on the icon to remove it.
- Note: My internet connection is generally good but, on occasion, I will be dropped from the internet entirely. If that happens, I will restart the meeting and you can rejoin using the link in the "invitation email" you will have received prior to our appointment.

- **Your environment** – Please be sure:

- **You are alone and won't be interrupted by anyone entering the room**
- **You are in a location as free from noisy distractions as possible**
- **Your location is a place you feel comfortable**
- **Arrangements have been made to care for kids**
- **Your cell phone is silent, but on, and nearby so we can text/call each other if needed**
- **You have a glass of water and some Kleenex handy**

EMDR and Brainspotting via telehealth:

It is possible to conduct EMDR (Eye-Movement Desensitization and Reprocessing) and Brainspotting via the internet. Like Zoom, you will

1. receive an email invitation from me to join the EMDR session.
2. Unlike Zoom, however, very soon after you receive the email invitation, you will receive another invitation to "video chat".

This just means that we will use the EMDR program to communicate instead of Zoom. The platform is called "RemotEMDR" (notice there is no "e" on the end of Remot) and it is compliant

with HIPAA Federal and State privacy laws. They have marketed their product as safe for your personal information per the standards of the Health Information Portability and Accountability Act of 1996.