



*Our Family Caring for Your Family!*

## **Telehealth – Patient Guidelines**

Hello and welcome to telehealth services from Family Care Center. Before using telehealth services, we need to cover some helpful guidelines to prepare you for the upcoming telehealth experience. Please take some time to review the following checklist. Feel free to ask us any questions you have about telehealth.

### **Steps to prepare for your Family Care Center Telehealth session:**

- Family Care Center provider has agreed to provide telehealth services with you.
- Family Care Center has confirmed that your insurance covers telehealth services.
  - If not, you understand and agree to cover the full cost of payment for telehealth services.
- You have a working email address and regular access to this email.
- You have access to a high bandwidth internet connection capable of supporting audio and video without interruption or loss of quality.
- You have access to a laptop or desktop computer with camera, microphone and speakers. Family Care Center does NOT recommend the use of mobile devices for our telehealth sessions.
- You have been scheduled for a test session with our Front Desk Staff prior to your first telehealth session.

### **Conduction your Family Care Center Telehealth session:**

- You need to be in a safe and private, well lit, quiet and secure location at the time of consult. Coffee houses, buses, trains, cars, public areas with wi-fi and gyms are not considered acceptable locations to conduct a telehealth session.

### **Safety Plan:**

- If you lose your video/audio connection during your session, please use the telehealth's chat function and/or wait for your provider to call you by phone to coordinate further communication.
- In the case of an emergency your Family Care Center provider and staff will talk to you and may contact your emergency contact and/or local emergency services as warranted.

### **Crisis Protocol:**

- Before engaging in telehealth, each client will be required to complete a crisis prevention preparedness sheet, including:
  - Local law enforcement point of contact, to include location address and direct phone number
  - At least two emergency contacts with name and telephone number that can be reached in the event of a client crisis