



## Teletherapy Platform



### Client Instructions for Google Hangouts Meet

#### **Steps to Take and What To Expect From Teletherapy**

1. The Neighborhood Center is currently conducting all appointments using either telephonic or video sessions. Video sessions are conducted using the **Google Hangout Meet** platform. You do not need an account and it's free to use. It does not save any video or audio recordings and it is in compliance with HIPPA laws. You can use your phone, computer, or tablet; and either download the Google Hangout Meet app, or go to [meet.google.com](https://meet.google.com) in your web browser. You will need Firefox or Chrome.
2. Prior to beginning teletherapy via telephone, you will be asked to give a verbal consent and to verify your identity by providing your date of birth. If you are a new client, you must provide insurance and demographic information prior to scheduling an appointment.
3. At the time of your appointment, please plan to be in a safe, private, quiet setting where you will not be disturbed, overheard, or risk exposing private or HIPPA related information during teletherapy. We will do our best to do the same, with the understanding that many of us are at home with family members and pets during the current state of emergency.

#### **Getting Started and How The Process Works**

1. Once we have received your verbal consent and have verified your identity if needed, you will be ready for your first teletherapy appointment.
2. At the time of the appointment we will start by calling you directly. If you are scheduled for a video appointment, we will give you a code that you enter into the Google Hangouts Meet platform. This will place us in session together via video. At this time you should be in your chosen place of privacy as noted above.
  - a. If we are unable to reach you within 5 mins of our scheduled time we will discontinue the teletherapy session. Please give 24 hour notice if you need to cancel so that we may fill the spot with others who are waiting for an appointment.
3. Sessions will be either 30 or 45 mins depending on what you are scheduled for.
4. If for some reason we get cut off or lose a connection while in session, We will call you immediately or resend an invite to the meeting via email.
5. We are unable to electronically collect copays and coinsurance at this time.