

About Telehealth

What is telehealth?

Telehealth counseling is delivered through a virtual platform such as a desktop/laptop computer, tablet, or smartphone. If you've ever used FaceTime or Skype, it's essentially the same thing, except more secure and with a qualified behavioral health provider at the other end.

Who is telehealth for?

Telehealth counseling is beneficial for a range of people, for a diverse set of circumstances or experiences. It can be used for one-to-one counseling to support people or for group counseling.

How do telehealth counseling appointments work?

Telehealth counseling appointments work much the same way as traditional counseling appointments with only one significant difference – the behavioral health provider and the client are not in the same room.

Appointments are scheduled at an appropriate and suitable time and day for each party, who then log in to a secure video platform. You and your behavioral health provider can see and/or hear each other in real-time during the appointment via the use of webcams and headsets. Through this virtual environment, you and your behavioral health provider can interact with each other, and your behavioral health provider uses the same techniques and activities they would use in face-to-face counseling appointments.

Are Telehealth appointments private?

Behavioral health providers are ethically and legally bound by privacy laws to not share details about your telehealth appointments with third parties, just as with in-person appointments. Behavioral health providers must ensure they are in a private and secure room before engaging in any telehealth appointment. Appointments will not be recorded or shared, unless with explicit agreement from the client.

Is Telehealth counseling as effective as in-person counseling?

Research overall does support that using telehealth is just as effective as in-person counseling for a range of circumstances.