

Frequently Asked Questions

How are Telehealth/Telephone services different than in-person sessions with mental health staff?

Other than the client and the Center's practitioner not being in the same physical location together, there is very little difference in the session. The practitioner will be able to provide the appropriate Specialty Mental Health Service (SMHS), document the clinical information and service provided, and ensure that documentation is included in the client's clinical record for future reference.

What is the difference between Telehealth and Telephone services?

Telehealth services incorporates the use of video teleconferencing along with audio, so practitioners and clients may visually see and communicate with each other, even though both parties are in a different physical location. Telephone services incorporates the use of a telephone so practitioners and clients may also communicate with each other, however there are no visual capabilities. For both telehealth and telephone services, practitioners will continue to provide the covered SMHS to the client as well as provide documentation that will be included in a client's clinical record for future reference.

What happens if I choose not to consent to using Telehealth and/or Telephone services?

If you choose not to consent to Telehealth and/or Telephone services, the Center will not use these methods when providing services and will only provide in-person services. Additionally, choosing not to consent to Telehealth and/or Telephone will not affect your ability to access any covered SMHS. Telephone will continue to be used for communication purposes.

What is Secure Email?

Secure Email enables clients to communicate easily and securely with the Center's staff so that any potentially sensitive information about a client is kept safe. To protect a client's Protected Health Information (PHI), secure emails go through encryption, which is a process of making information unreadable to anyone other than the intended recipient of the email.

Any email containing a client's electronic PHI that is sent via email must be secured. According to the Health Insurance Portability and Accountability Act (HIPAA), email security and privacy regulations are required to ensure the privacy and confidentiality of clients.

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