

# Family Guidance Center Telehealth Program

## What is the Family Guidance Center Telehealth Program?

- This program refers to providing behavioral health services remotely using telecommunication technologies such as video conferencing or telephone developed in response to the need to provide behavioral health interventions in times of an emergency declaration suspending in-person care.

## How is an appointment made?

- This service will be offered to all current participants and potential referrals during the emergency response time. A staff member from Family Guidance Center will notify you regarding the date and time for an appointment.

## How is telehealth connection made?

- The telehealth platform and instructions to connect will be provided at time of appointment scheduling. Additional education of process will be available on the Family Guidance Center website.

## What happens during the appointment?

- You will sign into the telehealth platform. Your therapist or prescriber will check you in and you will see them on your device enabling you to talk to and hear them. You will have an opportunity to interact and develop a treatment plan. Your session will finish like a regular in person session by scheduling follow up sessions as needed.

## Will my information continue to be confidential?

- Yes, your information will remain confidential. Electronic systems used will incorporate network and software security protocols to protect the confidentiality of client.

## Expected Benefits:

- Telehealth allows for continuity of care.

## Expected Risks

- Delays in treatment could occur due to deficiencies or failures of the communication devices.
- Connections may not be sufficient (e.g. Poor images or Poor sound quality) to allow for effective communication.

## Who do I call if I have a crisis or any concerns.

- You will call 610-374-4963 and press 6 for a true emergency.

I have read and understand the information provided above regarding telehealth services.

**I acknowledge the above and agree to adhere to the Telehealth Program to the best of my ability by signing the Consent Agreement Form 111-MH.**