



Telehealth Needs & Considerations

For the Person/Family Served

Informed Consent

Telehealth uses secure video conferencing technology to provide services by connecting the individual client and family/natural supports, as applicable, to their service’s mental health professionals. The goal is that you receive the same or similar medically necessary and approved interventions in order to meet your treatment goals and/or to coordinate care as needed.

IT Platforms Used SPARC uses Microsoft Teams to provide telehealth. When Microsoft Teams is not possible, the SPARC mental health professional will coordinate with the you to use other, non-public facing video and telephonic modalities (i.e.; Skype, FaceTime, etc.) to ensure continuity of services.

Telehealth Informed Consent form or “Consent for Services” with telehealth consent imbedded will be signed by the person served/person’s guardian prior to service delivery. Clients/client guardians have the right to deny telehealth services and explore alternate treatment options if they prefer. If at any time after consent, telehealth is not working for you please inform your mental health professional.

Connectivity, Security, & Session Access

Secure Connections will be used by your mental health professional for providing your treatment.

- If you are unable to access telehealth, please let your mental health professional know in order to make accommodations.
- You can help protect yourself by finding a secure physical place to engage in telehealth and use password protected internet connection to reduce chances of breach of confidential information.

Session Access & Interruptions – Your mental health professional will email you a link prior to your session to enable you to access them via telehealth.

- If you cannot access the email or link please call your mental health professional.
- In the event that your connection is disrupted during the session, re-try the connection. Your mental health professional will wait to reconnect with you for five minutes. If you do not reconnect in that time, they will call to help troubleshoot or reschedule the session if needed.

Anxiety & Safety Planning

Anxiety about using IT is something many people experience. Here are some ways to help.

- Practice using IT so that you are more comfortable and knowledgeable before the session.
- If you are insecure on video, practice with family or friends first.
- Ask your mental health professional for help or for creative accommodations that will make you feel more comfortable.

Safety Planning looks different for telehealth because you and your mental health professional are in separate locations and they may not be able to come to you physically in case of a crisis.

- Your mental health professional will provide you with numbers to call in case of a crisis.
- During your session if you experience crisis, please communicate that with your mental health professional.
- Ask your mental health professional for a copy of your safety plan.