



Questions and Answers about Telehealth

Psych Choices has switched its practice to teletherapy/telemedicine for most appointments during the coronavirus outbreak and will be 100% Telehealth by 4/1/20. For many people, this is a new idea and raises questions: Is it effective? Is it easy to use? Is it awkward? Is it for everyone? Is it confidential? This brief summary will give you solid answers to these and other questions that may arise.

Is teletherapy/telemedicine effective? Yes. For most patients, research shows telehealth is as effective as in-person therapy. Multiple studies have found that telehealth tends to have high client satisfaction ratings and produces outcomes as good as traditional face to-face therapy.

Is it easy to use? Yes, it's extremely easy to use! The telehealth platform sends an email around the beginning of the session. You simply click on it and it brings you to the video conference. There's no registration, password, special software, nor any other barriers. All you need is a computer/tablet or mobile device with a browser and a solid internet or data connection.

Is it awkward? Most of our patients, including those who were initially reluctant, have given us feedback that they find it helpful and convenient. One patient stated, "This has allowed more flexibility around scheduling appointments without the hassle of having to commute, or factor in traffic time."

Is it for children, as well as adults? Yes. Teens and adults find it easy to use, but it can also be particularly helpful for children. We have found that due to current stream of technology, younger populations find it relative to what they're already exposed to and proficient with daily.

Is it for everyone? No. Some potential patients who are experiencing very severe difficulties that require a higher level of services and support may not be best served by telehealth. There may also be some other individuals who have special needs or circumstances that may not be a good fit for this type of service. If you're unsure, our intake staff, in consultation with our clinicians, can help you make this determination.

Is it confidential? The platforms we use are HIPAA-compliant, which means it meets stringent security standards and offers a high degree of confidentiality. No sessions or images are recorded nor are any phone numbers or email addresses saved in it. You need to make sure you have a private place to talk to ensure confidentiality on your end.

How do I get started? It's as easy as requesting an appointment via our website by clicking Request an Appointment or the Contact header. We'll get some basic information from you, then match you with your preferred provider or the next best fit.