

## **Counseling Through Telehealth**

Telehealth is a helpful option to receive face-to-face support from a professional therapist while in the comfort and convenience of your own home. Covid-19 has resulted in social distancing and many challenges for the residents of Wyoming. At Mercer Family Resource Center, we are offering Telehealth services in order to continue to support our Wyoming residents from our organization in Casper.

### ***What is telehealth?***

Telehealth enables you to meet with your counselor online or through telephone sessions. These meetings are just like in person visits, and they include a safe, confidential environment and a supportive, professional relationship. Together we will continue to work towards your treatment goals and discuss the challenges you are experiencing. Session lengths will still last approximately 50 minutes in length. Many clients have given telehealth a try and found it to be a good fit for many reasons, including careful attendance to their physical health, convenience and safety of less transportation (especially in winter), and increased scheduling availability. We fully respect that some people are hesitant to try meeting with a counselor outside of a counseling office. If you are unsure if telehealth is a good option for you, it can help to address concerns with your counselor. Telehealth may be a new, different approach to counseling for you, but many people are able to find that after giving it a try, it works well for them. If you find that telehealth is not a good fit, we are seeing clients in person with the covid-precaution of counselors and clients wearing masks.

### ***How do I schedule an appointment for telehealth?***

1. Contact our office at 307-265-7366 and request a counseling appointment for a new client.
2. Speak with our clinical coordinator about getting set up with a counselor and completing intake paperwork.
3. After the initial paperwork is completed and an intake date and time is set, you will be emailed a link that will connect you to a HIPPA-secure online session with your counselor.

### ***Suggestions to prepare for your first telehealth session:***

1. Decide where you want to settle in for your session. We recommend a private, comfortable place that's free of distractions and potential interruptions. This will most likely be in your home, but could also be in a car, for example, if that's the best way for you to get privacy.
2. Make sure you have good cell and internet connection from that location. If you can successfully FaceTime or watch YouTube videos from there, you'll likely be OK.
3. Make sure your device (phone, tablet or computer) supports voice and video chat.

Questions? Call us at 307-265-7366