



**PARK PLACE**  
BEHAVIORAL HEALTH CARE

## **TELE-THERAPY SERVICES PATIENT INFORMATION AND INSTRUCTIONS**

Tele-health is the delivery of psychiatric or psychotherapeutic services using interactive audio and visual (video) electronic systems where the provider and the patient are not in the same physical location. The interactive electronic systems incorporate network and software security protocols to protect patient information and safeguard the data exchanged.

### **Features**

You will be meeting with your clinician using a computer and a webcam with microphone, or a smart device with both audio and visual conferencing capability, to video conference from your location with your provider at a Park Place Behavioral Health Care location using **Zoom US** (<https://.zoom.us>), a secure and HIPAA compliant tele-conferencing network.

### **Set Up**

Your tele-therapy session will be scheduled by a PPBH support staff member who will assist you with accessing the Zoom US app on your device and scheduling the therapy session.

### **Use**

Prior to your scheduled tele-therapy session you will receive a personal e-mail from Park Place Behavioral Health Care through **Zoom US** informing you of your scheduled session. At the appointed date and time of your therapy session, click the link in the e-mail to initialize Zoom and join the tele-therapy session with your provider. During the session with your provider, please remain seated and in focus of the webcam. Remember to speak clearly and loud enough for your provider to understand you during the session. If you encounter problems with the image or sound of the transmission, please notify your treating provider immediately

### **Maintenance**

All equipment, and software, used by PPBH staff for tele-health sessions is regularly maintained and updated by the IT Support department at PPBH. Equipment used for tele-health sessions is checked prior to sessions by department personnel to ensure that all is in working order. Maintenance and compatibility of all personal equipment used by a client for tele-therapy sessions from their home or other locations is the sole responsibility of the client. Because **Zoom US** teleconferencing utilizes the internet for transmission, client is responsible for having a reliable network connection for the device they are using for the tele-therapy session. Access to a network connection for a personal device utilized during a tele-therapy session with a PPBH provider is the sole responsibility of the client.



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**Safety Considerations**

Prior to the first tele-therapy session, you will receive a program orientation that includes safety instructions in the event of an emergency. In the event of a medical or psychiatric emergency during the tele-therapy session, your PPBH provider will be capable of signaling for paramedical support, contacting your provided emergency support contacts, and/or referring you to appropriate services to address your treatment needs.

**Infection Control**

Please be advised that after using public equipment for tele-conferencing it is recommended that you wash your hands to prevent infection.

**Troubleshooting**

If you encounter problems with the image or sound of the transmission during the tele-therapy session, immediately notify your treating provider. If your session is suddenly prematurely terminated, please contact the PPBH office of your treating provider at (407) 846-0023 Ext. \_\_\_\_\_ for assistance.