Teletherapy Sessions with PHA Clinicians

PHA clinicians are very pleased to offer telehealth or virtual psychotherapy sessions.  Technology has advanced to the point that we can now conduct sessions by means of videoconferencing, instead of missing the session altogether. This is convenient when illness, weather, or urgent matters make coming to the office implausible yet still allow for a productive session to occur, often avoiding unexpected disruptions.

*Definition of Teletherapy*
Conducting therapy by means of videoconferencing is known as "teletherapy" (or telemedicine or video behavioral health/VBH). Commonly used videoconferencing programs such as Skype, Facetime, or Google Hangouts are not an option for us because of security purposes; they are not HIPAA-compliant.  PHA uses an online service called Doxy.me. Doxy.me's teletherapy product is fully HIPAA-compliant. Other options may include Zoom or Microsoft Teams.

*Insurance Reimbursement for Teletherapy*
Our office staff is happy to talk with you about telehealth coverage given your insurer if your clinician is on-panel. If you are submitting on your own to a different insurer, please contact them to check their policies.

*Please remember to familiarize yourself with the instructions below.*

1. Confirm that you have a strong internet connection.  If you are able to watch online videos (from YouTube or Facebook) or do Skype or Facetime sessions with a friend, you should be fine.
2. Using the most updated version of Google Chrome or Mozilla Firefox as your browser, log in to your therapist’s secure, HIPPA-compliant online “therapy room” via Zoom or Doxy.me
3. Give access to your microphone and camera on your computer. Situate yourself near your router. Make sure others on the network are NOT streaming video or gaming, preferably not on wi-fi whatsoever. If you are using a phone, DISABLE app refresh. Otherwise, the quality of our connection will suffer.
4. You’ll be in my “waiting room;” I’ll find you there for the session and “let you in” to begin.
5. Be patient! This technology is somewhat imperfect and can become overloaded. If we get disconnected, we’ll try again. We can also chat/type onscreen too. We can do this together. ☺
6. If a desktop or laptop offers spotty connectivity or undesirable lag time, try using your smart phone instead. Remember to turn off wi-fi on the phone. The default is to use wi-fi.
7. If needed, please email your therapist or call the office at 71-665-2675 for technical support.