



Create your Confidential Space

Consider four questions:

1. How can you make your space private?
2. Can you lock the door? If not, will others nearby respect your request for privacy and not enter the room?
3. Can others outside the room hear you talking? White noise (a fan or other background noise) ideally placed outside the door of the room could help.
4. Can't find confidential space? Though not ideal, here are examples of some secondary options. Make sure the space is comfortable to you (your comfort is very important).
 - Laundry room; walk-in closet
 - Basement; attic
 - LAST RESORT: your vehicle parked in a safe, private spot

**Privacy does not mean secluded.
Make sure you are in a safe location.**



About Telemental Health

Marlene Travis, PLLC

PO Box 211

Ellensburg, WA 98926

Phone: 509.852.7070

Calls only. No text

Doxy.me, RingRx, and Protonmail are used to ensure your privacy during communication with your counselor via encrypted or secure platforms.



About Telemental Health

What is it?

The Risks & Benefits

Tips for Successful Online Sessions

Beginning a session

Preparing technology in advance

Creating a confidential space

Is Telemental Health for You?

Telemental Health means you meet with your counselor online instead of in person.

Despite how well you prepare, there are some potential risks as well as benefits.

Potential Risks

- Technology limitations, failures, access or availability
- Disruptions due to technical or internet issues
- Lack of privacy in your setting
- Your comfort level with this medium

Potential Benefits

- Receive services at a time and place you choose with minimal travel issues
- Have flexibility in access to care
- Maintain therapeutic gains when regular scheduling is compromised
- Mitigate transmission of infectious diseases

If you decide to proceed after a risk-benefit analysis, you will complete a safety plan and sign an informed consent page provided by your counselor.

WHAT TO DO EACH SESSION

Each session at your scheduled time type the following into the browser you use (Chrome and Firefox are best)

doxy.me/mtravis

Follow the directions on the screen. The best part is: **You do not need to download a program or create an account!**

Each time your counselor will likely ask the following:

- The address of your current location (in case of emergency)
- Your contact phone number (in case technology fails)
- A scan of the room you are in (to assess for safety and/or bystanders)
- Your pre-arranged response, a safety word or phrase (to assess for safety)
- A legal photo ID to verify identity and age (first session only)

Next are 7 easy tasks to prepare technology before your sessions.

TECHNICAL SET UP IN ADVANCE

1. **Close all apps/programs** and any windows in your browser except doxy.me.
2. **Laptop or desktop** computer is ideal. If using a tablet or phone, prop up device so it is stable (not handheld) and at eye level.
3. Position device **camera at EYE LEVEL**. Better simulates in person meetings.
4. Have **light source BEHIND camera**, not behind you which helps your face be well lit.
5. **Plug your computer directly into your router** for best (most stable) connection or be as near as possible to the router.
6. **Headphones or earbuds** support greater privacy and made reduce annoying echoes/feedback.
7. **Clothing...**be fully dressed. Plain or limited pattern clothing lessens distraction.

Turn to see tips to ensure privacy and safety during your appointment.