



# THE FAMILY TREE

## INFORMATION, EDUCATION & COUNSELING CENTER

# TELE-COUNSELING

## FREQUENTLY ASKED QUESTIONS

- **What is tele-counseling?** Tele-counseling is a tool that allows therapists to provide mental health services over the internet, providing long-distanced, therapeutic clinical health care.
- **Are tele-counseling services provided at The Family Tree?** Yes! The Family Tree provides counseling services and educational courses via web based platforms.
- **Does this mean I don't have to come to the office?** Yes! Sessions utilizing tele-counseling means that you can engage with your counselor from your home, at work, or any private location.
- **How much does it cost?** Tele-counseling sessions are currently \$65 for a 60-minute session and \$40 for a 30-minute session. Medicaid covers tele-counseling sessions for those with this insurance.
- **How do I schedule an appointment?** Appointments can be scheduled by calling the office or online.
- **How long is a tele-counseling session?** Sessions can be scheduled for 30-minute or 60-minute time intervals.
- **Who is able to be seen via tele-counseling services?** The Family Tree currently provides tele-counseling services for all clients over the age of 13. Sessions can be provided to individuals (adolescents or adults), couples, or a family.
- **Is this secure and HIPAA compliant?** Yes! The Family Tree uses a HIPAA compliant platform to deliver tele-counseling services to protect your privacy and confidentiality. Any data on the platform is encrypted and all clients remain anonymous. Clients have access to this for free!
- **How are services provided?** Counseling services are provided via Doxy.me. Educational courses are provided via Zoom.
- **What is needed?** Clients need access to a computer, tablet, or smartphone with a webcam and microphone. The clinician will email the virtual waiting room link prior to session. Upon entering the virtual waiting room, clients "check-in" by typing their name into the check-in box. Next, simply wait for your therapist to begin session.
- **What if I experience technical issues during a session?** If issues arise during the session and the web platform is no longer functioning, your counselor will call you and complete the session via telephone.
- **Any last minute recommendations?** Consider your space! Make sure you are in a private location where others cannot hear your session. Think about using headphones with a microphone. Lastly, make sure lighting is appropriate so your counselor can see you!

If you have additional questions about tele-counseling services provided at The Family Tree, call our office at (337) 981-2180 or visit our website at <https://www.acadianafamilytree.org>