

## *Let's Take the Mystery Out of Telemental Health*

You are not too challenged when it comes to technology to take advantage of this. Here's what you can expect.

1. Call the **EAP** at **800.728.9444** and talk with a caring professional.
2. Complete a brief intake of your needs and concerns.
3. You'll be referred to counselors who match your concerns and other criteria you may have requested. In this time of national health concern, your sessions will most likely be provided through telemental health. This means you and your counselor will meet face-to-face on live video, using technology that is secure and confidential.
4. Once you are scheduled to meet with your provider on his or her online clinic, you will receive an invitation with a unique weblink to their waiting room.
5. It's a good idea to check ahead of time that the telemental health counseling platform runs smoothly on your computer or mobile device (be sure to download any necessary software/apps). In most cases, it's as simple as clicking the link provided in the invitation.
6. Give the same uninterrupted focus to the telemental health session as you would sitting in the counselor's office. Turn off other devices not being used to connect to the session. Be in a private, comfortable place, one free from distractions, interruptions and listening ears. Have childcare and other obligations taken care of before the session begins.

“Hope is the thing with feathers  
That perches in the soul  
And sings the tune without the words  
And never stops at all.”  
— Emily Dickinson

If you have any questions or concerns, please call us. We'll walk you through it. Your EAP is here to help you as together we navigate these new and uncertain waters.



800.728.9444

24/7 – Whenever you need us, we are here.