

Connecting with your therapist during COVID-19 (Coronavirus)



March 2020

What is “Telehealth?”

Simply put, telehealth is when you and your therapist are able to connect over online video chat. With growing concerns regarding the spread of COVID-19 (a.k.a. Coronavirus), CCGC wants to ensure that our clients and their families are able to continue receiving support without creating unnecessary health risks.

What is VSee?



VSee is a program like FaceTime or Skype, but is in compliance with the Health Insurance Portability and Accountability Act (HIPAA). VSee will be used in the even of an agency closing or quarantine to continue providing you and your child with mental health services.

Q: How do I get VSee?

A: Provide your clinician with your email and they will be send you an invitation.

Q: How do I get VSee on my own?

A: You can download VSee onto any electronic device: a smartphone, tablet, laptop, or desktop computer.

Q: What do I need to create an account?

A: Just your email and internet access!

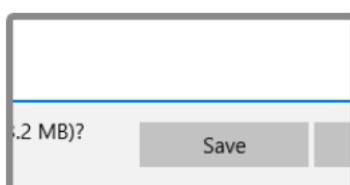
Your clinician will be speaking to you about:

- *Setting up appointments*
- *What to expect during a telehealth appointment with a younger child*
- *Staying in touch with your clinician in the event that CCGC experiences a closing or quarantine*

After your clinician sends you an invitation email, select the link in your email and follow the process below:

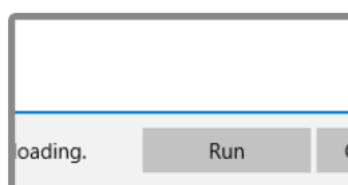
Download

Step 1



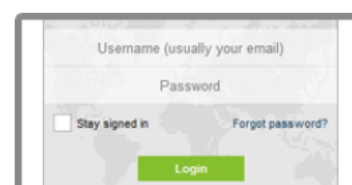
Click on "Save" when prompted.

Step 2



Click on "Run" when prompted.

Step 3



When VSee launches, log in and start connecting with your friends.