

FAQ-

When will this start?

We will begin implementation of telehealth services between 3/16 and 3/20 and plan to offer telehealth as our *primary service* beginning 3/23. Some in-person meetings will still be available with some providers at the provider's discretion.

Will this work if I don't use email?

Yes. As long as you have a cellular phone that can accept text messages and some means of accessing the internet, this will work for you. We can give you a URL via text or over the phone that you can put into any internet browser on any device to connect. If you are using a cellphone or a tablet, you will need to install the free google "hangouts meet" app (if you put the URL into a browser without installing this app it will usually prompt you to do so). We also plan to offer sessions over the telephone in special circumstances.

What if I don't have internet access?

If you do not have internet access, you will likely be offered a telephone session option. Additionally, at this point in time, there are providers who are still accepting in-person patients with some environmental modifications to promote social distancing. This may change in the future if more stringent environmental modifications are required that prohibit in-person appointments completely.

How do I ensure this is confidential?

Pauquette has secured a telehealth delivery service that is ePHI and HIPAA compliant and our therapists will continue to deliver these services within secure and confidential environments. However, there are some additional considerations and steps that patients will be recommended to take to ensure their own privacy and confidentiality including ensuring a private space where they are able to close the door and be uninterrupted for the duration of their appointment and using headphones during their appointment.

I'm in a group, will you be offering that on telehealth as well?

Starting 3/16/20 in-person groups will be suspended. We are working on a telehealth option for group and want to ensure that confidentiality is maintained when all patients are accessing services outside of the clinic. We plan to offer this option in future weeks and your facilitators will contact you about it when it is available.

I don't want to do telehealth, will I have other options?

At this time, in-person services will still be provided at Pauquette, at each provider's discretion. We do insist that you not attend any appointments if you have been exposed to any individual with COVID-19 or have experienced associated symptoms such as cough, fever, or shortness of breath in the last week.

How do I cancel a telehealth appointment if I need to?

You can still contact Pauquette in advance of your appointment by calling your clinic location. We ask you to do this in advance as there are a number of clients waiting for these appointments at any given time.

Who do I call if I'm having an emergency? Will crisis services be provided via telehealth as well?

You can still contact your usual clinic location during office hours, and after-hours the Pauquette on-call, county crisis services, and 9-11 will continue operations and this has not changed. For in-person emergency appointments, you may be asked if you are capable of doing a telehealth visit. In person visits will depend on therapist availability and appropriate referrals will be made as needed.

I have an appointment with a prescriber, will that be telehealth too?

Yes. Prescribers are offering telemedicine sessions as well. If there are complicated aspects of your treatment, this plan may be modified at the provider's discretion.

How do I get ready for my telehealth session?

On the day that you are scheduled for your session, you will receive an invite in advance. This will primarily be done via email if available. If you are using a laptop or desktop, simply copy the link into your internet browser and the meeting room should launch.

If you are using a device such as a smartphone or a tablet, you must first install the Google "Hangouts Meet" app. This will not work with the regular hangouts app, it MUST be hangouts meet. This is a free app that you can find in the google play or app store. Once this is installed, if you click on the URL or copy it into your browser, the meeting room will launch automatically.

If your therapist is already waiting for you in the virtual office, you will be prompted to request to join the meeting and your therapist will be prompted to allow you to join. It is helpful if your username is something that the therapist would recognize as being you.

Phone sessions will be offered to some patients, if you are participating in a phone session, you do not need to do anything to prepare. Just ensure your phone is near you at the schedule time of your session and your therapist will call you.

Will my insurance cover telehealth?

Insurances have different standpoints on this and to be absolutely sure, it is wise to check with your insurance provider about your specific plan. Many insurances cover telehealth and some only do so for specific plans. Because telehealth is new for us too, we will do our best to help you navigate the billing portion of this and try to keep updated on which plans will allow this and with what modifications.

Will I still have a copay?

This will vary based on your insurance plan. In general, individuals that have a copay now will continue to have a copay, although some insurers have waived this for qualifying telehealth sessions. We will attempt to help you navigate what to expect prior to your telehealth session, but it is always wise to check with your insurer specifically to know for sure.

How do I pay my copay?

The preferred method of payment is to contact Pauquette by phone and make a credit card payment over the phone. We do not accept web-based payments at this time.

There are always people around at my house, can I still do telehealth?

Your privacy is of significant importance to us and we make every effort to protect your confidentiality. On our end, your sessions will remain secure and confidential, although we cannot control what happens in the environment where you are receiving telehealth. There are things we recommend you do to preserve your privacy. To the extent possible, find a quiet place in your home with a door that shuts to access your session. Wear headphones during your session, preferably ones that have a microphone. This way, you will not have to raise your voice to be heard and no one can hear what your therapist has said.

What if we lose connection during session?

This is new for us and we do not fully know what to anticipate as far as potential technological complications. In our test runs, the technology worked smoothly and we did not have difficulty with freezing or disconnection. If this happens, you should be able to log back in using the URL you were provided. If needed, the therapist may need to finish the session via phone.

What if I miss my telehealth session? Can I login another time?

All of our sessions will still be scheduled and we will not be providing “walk-in” telehealth. The URL that you are provided for your session is specific to that scheduled appointment only and your therapist will not be checking the meeting room after that appointment window closes, so although you can access it

at any time, it will no longer be active following the conclusion of your scheduled appointment. Additionally, this is considered a no-show and no show fees will apply per our policy. If you need to cancel your appointment, we encourage you to do so at least 24-hours in advance per our existing attendance policy.