

Alamo Mental Health Group Telepsych Sessions: What to Expect

What is Telepsych?

Telepsych basically is the exchange of information from one site to another via electronic communications. The telepsych service will allow you to have your appointment with our providers via secure and interactive video equipment. You will be able to speak in real-time with your provider during your telepsych appointment.

Is Telepsych Safe?

Yes, all telepsych sessions are safe, secure, encrypted, and follow the same privacy (i.e., HIPAA) guidelines as traditional, in-person medical appointments. Your telepsych appointments will always be kept confidential. In addition, telepsych appointments are NEVER audio or video recorded.

Why Should I Use The Telepsych Service?

Due to the coronavirus pandemic, Alamo Mental Health Group is trying to adhere to the CDC's guidelines about social distancing and minimizing exposure risks to our patients, staff, and providers. The telepsych service allows for continued care in spite of the restrictions caused by the pandemic. We hope to resume regular operations once it is safe to do so. Until then, telepsych sessions will continue to be our primary means of treatment.

Things to Remember About Your Telepsych Appointment:

1. You can schedule your telepsych appointments the same way you schedule an appointment with your AMHG provider now, by calling 210-614-8400.
2. Since many patients have had existing appointments scheduled prior to the start of the pandemic, our staff will be calling you to convert those appointments to telepsych sessions.
3. At the time of the initial call, our staff will ensure we have a valid email address, they will email you the telepsych consent form and a link to a YouTube video explaining how to join a session from your phone, laptop, or Ipad at the time of your appointment. The video is also posted on our website, AlamoMentalHealth.com, under the "Services" tab. The staff will also discuss any co-payments or co-insurance at that time.
4. AMHG's New Patient Packet must be completed prior to your first telepsych appointment, if you have not been seen by any of our providers previously.
5. On the day of your telepsych appointment, your provider will call you around the time of your session to let you know that an email with the link to join the telepsych session has been sent. You can then proceed to have your session with your provider.
6. If you are prescribed medication(s) by your psychiatrist you will be instructed how to pick it up your prescription or medication.
7. As with your traditional, in-person medical appointments it is your responsibility to call AMHG at 210-614-8400 or email at CancelMyAppointment@AlamoMentalHealth.com if you are unable to attend your telepsych appointment. Cancellations must be made at least **24 BUSINESS** hours prior to the appointment time. Missed appointment fees do apply to all missed appointments, including telepsych appointments.

**If you have any questions or concerns after reading this form please contact
AMHG at 210-614-8400.**