

## **Alamo Mental Health Group**

### **Frequently Asked Questions about Telemental health Services**

#### **What is Telemental Health?**

Telemental health is simply a way of receiving mental health care, including evaluations, medication, patient education, and/or therapy through electronic means whereby you and your provider are in two different locations. Video sessions are accessed through a secure video conferencing platform that is encrypted and compliant with the U.S. Health Insurance Portability and Accountability Act (HIPAA).

#### **Will a visit via telemental health be as effective as an in-person one?**

Remote visits have proven to be equally as effective as in-person ones. In fact, telemental health actually may improve outcomes by making it easier for people to continue in treatment even if they are unable to make it into our offices for follow up appointments..

#### **Is telemental health right for everyone?**

We believe that it is important to let you know that not every situation is right for telemental health. Be assured that we will only schedule remote visits for the right kinds of situations. If during the visit, your provider feels that they cannot treat you adequately via the video session, other treatment options may be discussed.

#### **Can I stop using telemental health services if I am not comfortable with the format?**

Yes. You can stop participating in telemental health at any time without penalty.

#### **Is my privacy protected?**

Yes. We have carefully chosen a telemental health platform that safeguards your personal information and meets all HIPAA regulations for data transmission.

#### **Can medications be prescribed during a telemental health visit?**

In most cases medications, with the exception of controlled substances, can be prescribed or adjusted by your psychiatrist during your video session as clinically indicated. Your provider will discuss all options and decisions regarding medication management during your visit.

#### **Where do I need to go for my telemental health visit?**

You can be in any location that you feel affords sufficient privacy and freedom from noise.

#### **What hardware and software do I need?**

You will need a communication device to connect to your provider such as a computer, laptop, iPad, tablet, or smartphone (e.g., iPhone or android phone). You will also need to have a wifi connection for most devices.

#### **How much will it cost?**

These appointments are typically covered by your regular health insurance. That means that you will be charged the same co-pay as an in-person visit. If you don't have insurance, we can discuss a self-pay option with you.

#### **How do I schedule a visit?**

Just contact our office exactly like you would for an in-person visit and let us know if you are interested in seeing your provider via our telemental health service.

**Feel free to discuss other potential treatment options or other questions about telemental health with a staff member at (210) 614-8400.**