

TELEHEALTH INFORMATION SHEET

Iowa State University
Student Counseling Services



What is Teletherapy?

A therapy session completed using technology with audio and visual components. Clients and clinicians can be located at any private location during the session including client and clinician's residence. Fit for teletherapy services will be decided after consultation with an SCS clinician.

BENEFITS

- Provides continuity of care
- New modality for patient care
- Reducing patient and provider travel
- Client/Clinician can be located in any private space
- Reducing in person contact –limiting spread of infectious disease

LIMITATIONS

- Possibility for information to be disrupted or distorted by technical failures
- Possibility for information to be interrupted or intercepted by unauthorized persons
- Requires secure internet connection and webcam
- Requires client and clinician be in a confidential space for session
- Potential for interruption despite efforts to secure a private space

STEPS FOR YOUR TELETHERAPY APPOINTMENT

You will receive an email appointment reminder the day before your session. The reminder will include a link to complete a brief questionnaire prior to your session.

Prior to your appointment, you will receive an email through Webex with a link to join the meeting at your appointment time. You will click "Join Appointment."

- You can download the desktop app prior to your appointment by going to iastate.webex.com
- You can also select to use the Webex web app for your session

At the time of your appointment, find a private space with secure internet access

****Telehealth service options will be decided after consultation with an SCS clinician. If at any time you or your clinician feels that Teletherapy does not best meet your needs, other options will be discussed.***