



Expectations for Attending Remote Services

At Mental Health Partners (MHP), we want to provide you with the best possible care. Attending services remotely has been one of the many unprecedented adjustments we have made in our lives over the last few months. As we progress in getting used to this practice, it is easy to get into the habit of multi-tasking or conducting other inappropriate activities during remote appointments.

Due to this, we have outlined expectations for engaging in remote sessions and meetings with our providers and staff. This is to protect your privacy and safety, as well as maintain the professionalism of our relationships. We understand life may get in the way of complying with some of these expectations. If you anticipate a situation where you will not be able to meet these criteria for your meeting, **please call the front desk or your provider to discuss other accommodations.**

Video conferencing is the preferred method for conducting distanced mental health appointments. It allows your provider to better assess how you are doing, reduces the likelihood of distractions, and increases the feeling of connectedness. Please be sure you are set up to engage in a video conference by having a device with a camera available.

Prior to scheduled meetings, clients will receive a confirmation call from MHP's Care staff and an e-mail from their provider with a website link to attend the session. Alternatively, the provider may call clients on the phone from a blocked number to help set up the teleconference. If you have technical difficulties or are going to be over 10 minutes late to log-in for your meeting, **please inform the front desk so you will not be marked as no-show.**

DURING REMOTE APPOINTMENTS, PLEASE:

1. Be at a location with good internet or phone connection.
2. Be at a location that does not have other people present or able to overhear you.
3. During medication appointments, parents are expected to be present for child/adolescent appointment unless different arrangements are made with your prescriber.
4. Find a quiet place with minimal sound feedback. Use headphones if possible.
5. Have appropriate lighting (for example, your light source should be in front of you and not behind you) and in surroundings with minimal distractions.
6. Refrain from driving or operating heavy machinery.
 - a. For privacy, it is ok to be in a car but it should not be moving or being operated.
7. All parties at appointment should refrain from using substances or smoking cigarettes.
8. Be dressed appropriately.
9. Stay in one place as much as possible through the appointment.
10. Be on time for your appointment.
11. If you will be out of state at the time of your appointment, please communicate with your treatment team as there may be licensing restrictions.
12. If you are attending a group therapy appointment, you are expected to maintain the confidentiality of all group members.

Generally speaking - if you would not do something in our offices, please do not do it in your remote appointments.

Thank you for your cooperation!