Preparing for your Telehealth Visit

While making your telehealth appointment, you will be asked questions about the device that you plan to use for your visit. Will you be using a smart phone, tablet, laptop, or a computer? Have you ever used a video conferencing system before, such as Zoom or Facetime? What is your email address? UIHS has chosen to utilize Zoom. Zoom has a program that is specifically designed for confidential clinical use. We will have a video posted on the UIHS Website and Facebook demonstrating how to set-up devices to use Zoom.

Before your telehealth visit be sure you have a private space where you can talk freely and confidentially to your counselor without interruptions. Write down your questions and concerns. Have a pad and pencil ready so that you can write down any instructions that you are given by your provider.

You will also want to make sure that the camera and microphone on your device (phone, tablet, computer) is working. Before your telehealth visit a Behavioral Health’s front office assistants will call you to set up a practice with you to make sure that all systems work.

We are very excited about offering this new service. Should you have any questions, call any UIHS Clinic and ask for the Telehealth Coordinator.

What is Telehealth?

Telehealth is receiving healthcare using audio and/or video technology. When using telehealth, you will be able to talk to your counselor and the counselor will be talking to you in real time. With video technology, like Zoom, you will also be able to see your counselor and they can see you just like a regular clinic visit.

If you would like a telehealth visit you will need the following:

- Device such as a smart phone (Android or Iphone), computer, laptop, or a tablet (Kindle Fire, Ipad, etc.)
- An email address
- A mental health concern that can be seen during a telehealth visit. Not all mental health concerns can be seen by telehealth. When you schedule your appointment the scheduler will know what mental health concerns that can be seen by telehealth.

Call to make a telehealth visit

Humboldt
(707)825-5060

Del Norte
(707)464-2919
You will receive a link by email for your visit. You will click on the link and it should take you directly to a landing page for your visit. This is the “waiting room”. Stay there until your counselor comes online to begin your visit. If there are problems with the connection or if no one comes online for your visit, call 825-5060 to get assistance from Behavioral Health front office assistants.

Logging on to your Telehealth Visit

You should be in a safe, quiet, well-lit room in your home during your telehealth visit so that the counselor can see and hear you talking. Your provider will see you similar to a clinic visit. It is important that you create a space where you can talk to your counselor privately, perhaps by locking the door of the room you are in or even going out to your car to be alone.

During your Telehealth Visit

You will “leave the meeting” and close your browser. Your telehealth visit is completed. When you schedule another telehealth visit, you will receive a new link by email.

Risks to using Telehealth

There is a very slight risk that your visit may be interrupted by hardware, internet or power issues making your visit incomplete. Your privacy is our utmost priority, please do not share your link/email. There is a slight risk that an unauthorized third-party might gain access to the visit. Your telehealth appointment is never recorded, and it is never shared.

After your Telehealth Visit

There is a very slight risk that your visit may be interrupted by hardware, internet or power issues making your visit incomplete. Your privacy is our utmost priority, please do not share your link/email. There is a slight risk that an unauthorized third-party might gain access to the visit. Your telehealth appointment is never recorded, and it is never shared.

Benefits to using Telehealth

There are many benefits to using telehealth. The greatest benefit is you do not have to come into the clinic to be seen. You can be seen right at your home. However, please keep in mind that not all visits can be conducted by telehealth. Some visits must be conducted face-to-face. Your counselor will let you know what visits can be done by telehealth.