**Telemental Health (TMH) Services**

**Steven A. Cohen Military Family Center at NYU Langone Health**

Patient Tips and Guidelines:

1. At the beginning of each session, you will be asked to provide an accurate and precise address for your location to your provider when engaging in TMH services. You can decide to engage in TMH at your worksite or at your home, but you must inform your provider of the address of your location at the start of each session. If you are traveling and located in a different state, your provider will likely be unable to meet with you. Please notify your provider of any travel plans ahead of time.
2. Please dress comfortably and appropriately for the session.
3. Please sit at a desk with the computer, phone or tablet stabilized on the table.
4. If possible, zoom into a headshot of you so the provider can see you clearly.
5. Room should be quiet, well-lit and private. No one should be able to hear you or the provider throughout the session. Please have headphones with microphones available to ensure optimal audio and privacy.
6. Please keep pets out of the room during the session.
7. Wearing solid colors is best. Please try to avoid stripes or other patterns.
8. Please close out other programs on your device and/or block incoming calls and texts as this disrupts the video visit.
9. If you’re having any technical difficulties logging into the visit, contact your provider right away by phone and/or send an email via your MyChart account. Then contact the MyChart Help Desk at 866-262-6458 and indicate you’re having trouble with your video visit. Please *do not* leave your home/work site and try to establish connection elsewhere. A phone session with your provider will be the alternative solution if the technical difficulties for the video session cannot be resolved quickly through the MyChart Help Desk.
10. Only engage in TMH services during off-work hours (before or after my shift, during my lunch break, etc.). Engaging in TMH while at the workplace does not guarantee the same level of confidentiality and privacy as you would have in the privacy of my home.
11. Utilize your personal equipment for the TMH session (i.e., personal tablet, laptop or smartphone). Do not use my employer’s computer, monitor or other device for TMH.
12. In the case of a medical or psychiatric emergency, your TMH provider will dispatch emergency services to your address and your emergency contact and other mental health providers (if applicable) will be notified.
13. If you engage in TMH services at or near your worksite, and a medical or psychiatric emergency occurs, your employer and/or co-workers may become aware of such emergency and that you had been engaging in TMH services, on work property, during off-duty hours.
14. Do not video or audio record the TMH session unless specifically asked to do so by your provider. In the event it is necessary to record a session, you and your provider will decide upon the safest method for doing so. You will be solely responsible for maintaining the privacy of any recordings made on your personal devices.
15. Please block out the allotted time for the TMH session and prevent work interruptions during the session.
16. You can change your mind at any time and stop a session before it is finished.