

What You Need to Know About Telehealth

--Wendy Luckenbill, Senior Recovery and Resilience Specialist

Are you thinking about doing therapy by phone or video calling? (also called Telehealth services)

The COVID-19 virus has made talking to therapists or psychiatrists on the phone or video screen the new normal. I want to share that I have tried therapy this way and I liked it -- a lot.

I live in a rural area, and it is a long drive to any services. Last fall, before COVID-19, I discovered I could get counseling over the internet, right in my house. I was curious: could this work for me? I have had some good therapists over the years. It has helped to talk things out with them.

Would it be hard talking to a computer screen?

I was surprised how much I liked therapy over video calling. The therapist was very nice and really listened to me. I felt comfortable quickly. It helped that I could find a private space in my house to talk with her. She helped me think through some strategies to help me cope better with things. Therapy over video calling actually felt natural and normal. It was a relief to talk to someone with extra know-how to get me through a rough patch.

Now that we are all staying at home, should I try therapy over the phone or video (Telehealth)?

Even the therapists and doctors are at home. We are all in this boat together. The truth is this a very hard time. Taking care of our mental health is more important than ever to keep us physically well. Taking care of ourselves helps us help others. Before too long, we will be out and about again.

How can we work together?

Here's a tip for video or phone call therapy: Help your therapist learn what works for you. You and your therapist are trying something new. Share what you think is helpful during your talk. Tell them what else you think you need. If you are doing family counseling, make sure everyone has a chance to "check in" with how they feel things are going. Ask your therapist or psychiatrist how they are feeling about this new way of communicating. Everyone will grow together.

You can **call your provider to find out more** about how to schedule your appointments by phone or video call. Also please see Community Care's [Help with Your Phone & Internet Services During the COVID-19 Outbreak](#) information sheet. Visit members.ccbh.com for help finding a provider.

