

We are very pleased to provide these services to you via TeleHealth. We are always here for you. When in need, you can contact us directly 24/7.

## TECHNICAL DIFFICULTIES

If you experience connection difficulties contact your Therapist.

They will help you establish your connection.

We are there for you near and far.



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Waukegan, IL 60085

**855-990-1900**

[www.lakebehavioralhospital.com](http://www.lakebehavioralhospital.com)



## TeleCaring Mental Health Services





TeleCaring is meant to provide you all the benefits and support as on site program provides. It can be very meaningful to your personal growth and progress. This is your personal time to take care of you.

## Connecting and Participation

### CONNECTIONS

Connections can be made through laptops, desktops, iPads, iPhones and Android Phones.

### HOW TO CONNECT

You will receive a password and meeting code from your Therapist.

You can download the ZOOM app for simplified connection.

Or, you can go to the following website to connect. Go to <https://zoom.us/download> And download ZOOM.

For meetings enter your password and code.

You will then enter your scheduled session.

## CONFIDENTIALITY

HIPPA Guidelines apply to TeleHealth.

Recording or photographs of the TeleHealth session is not permitted in order to maintain confidentiality for all patients. Violations may be subject to prosecution.

## Tips for an impactful TeleCare experience

Be in a private area where you will not be interrupted.

Connect at the scheduled times. Have your sound turned on.

Turn cell phones off and avoid any distracting noise.

Focus and listen to all participants and avoid interrupting.

Adhere to confidentiality rules.

Participate as if you were in a face to face session.



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