Telehealth is a safe and convenient option for getting behavioral health care at home. You may be able to attend appointments without needing transportation, taking time off work, or arranging for childcare. These factors can be important to your care.

How do I use Telehealth?

Telehealth uses technology to deliver behavioral health care to you when you are in a different location than your provider. Types of technology used include:

- Computer with a camera
- Telephone
- Tablet
- Cellular or Wi-Fi connection

Is my personal information safe?

Yes. Telehealth is a safe and secure way to connect with your provider online. Just like in-person care, your telehealth appointments, messages, and information are protected by privacy laws. Telehealth video appointments are not recorded.

Here are some ways to keep your information safe:

- Only enter your personal information on secure websites with a lock icon 🔒 in the address bar
- Keep your devices protected with updated antivirus software
- Protect your wireless connection with a password
- Avoid using public Wi-Fi to access telehealth services
- Avoid accessing telehealth on devices shared with people outside of your home or family

How do I get ready for my telehealth appointment?

- Give yourself plenty of time to get set-up for your appointment.
- If using a camera, make sure it's steady. Set your computer or laptop on a flat surface, or prop up your phone or tablet on a desk or table.
- Make your appointment a priority and avoid distractions such as driving or running errands.
- Choose a spot with plenty of privacy. Private locations for your appointment include:

- A private room of your home
- Your car, while parked
- A private room in a friend's home
- Outdoors, away from other people
- Just like a regular in- person office visit, providers sometimes run behind schedule. You may need to wait for your provider to appear for your visit.

What do I do if I'm having trouble?

Technical issues happen to everyone and often, the issues are not your fault. If you're having technical problems during your telehealth appointment, here are a few things you can do:

- Restart your computer or device.
- Make sure the device is plugged in and charged.
- Close all other applications.
- Try connecting with a different device.
- Check to make sure your camera and microphone are on.
- Call your provider. Someone should be available to walk you through your technical issues or help you reschedule your telehealth appointment.

What if I need an interpreter, or have a vision, hearing, or speech disability?

An interpreter can join your appointment and help you talk with the provider. Let your provider know if you need an interpreter, use aids, or need to use other services.

Are there risks with using telehealth?

Yes, there are risks to telehealth.

- Internet issues, glitches or delays in sound or video can happen.
- Protecting your privacy with housemates or family members nearby during your appointment.
- Information on your computer or smart device could be compromised.

Additional Resources

If you need immediate care, or are in crisis:

Please contact the Clackamas Crisis and Support Line at 503-655-8585.

What if I don't have reliable internet access?

The following resources might be able to help:

- **Affordable Connectivity Program (ACP)**
  ACP helps low-income families afford an internet connection by subsidizing the cost of their internet bill. If you need to talk to someone about your eligibility or application status, call the ACP Support Center at 877- 384-2575 or go to *affordableconnectivity.gov*
- **Lifeline**
  A government program backed by the Federal Communications Commission (FCC). It provides a monthly phone or internet service discount for low-income household. For more information, or if you would like an application mailed to you, contact Lifeline at 800-234-9473, or go to *www.fcc.gov/lifeline-consumers*
- Additional programs can be found online at:
  www.highspeedinternet.com

How do I learn internet skills?

- **National Library of Medicine (NIH)**
  allofus.nnlm.gov/learn-internet-skills
- **NIH Digital Health Literacy**
  Includes free online learning modules
  allofus.nnlm.gov/digital-health-literacy
- **Oregon City Library Teach Yourself Tech**
  www.orcity.org/library/teach-yourself-tech

Want learn more about telehealth?

- *telehealth.hhs.gov*
- *www.cms.gov*