



Counseling and Prevention Resource Center

525 Grandview Ave. Ottumwa, IA 52501

counseling.services@indianhills.edu

641-683-5152

Telemental Health/Telecounseling Instructions

Basic criteria:

- Be located in Iowa
- Have access to stable/consistent WIFI, an electronic device with audio/video capabilities, headphones, and a private cell phone
- Be located in a completely quiet and confidential space that is free of any threat to your safety

Procedure:

- You **MUST** review/sign the Informed Consent form prior to beginning a Telemental Health service! Please see the online version on the IHCC CPRC website, or ask for an emailed or paper copy. Please note, there is no captioning available with Telemental Health.
- You will receive a confidential email from counseling.services@indianhills.edu that looks like this:

Hello, this is IHCC CPRC Counselor - please join me for a secure video call:

<https://doxy.me/cprc>

Use a computer or device with a good internet connection and webcam. If you run into issues connecting, restart your computer or check out the Doxy.me <http://help.doxy.me>

Simple, free, and secure telemedicine powered by <https://doxy.me>

- When you click on the link: <https://doxy.me/cprc>, it will take you to the Virtual Waiting Room, where you can “check in” by entering your name. The counselor will join the session after seeing that you have checked in.
- At any time, you are welcome to watch this tutorial for additional information: Doxy.me - Checking in as a Patient: Chrome <https://youtu.be/yJf9N9sjDLI>