

# Is Teletherapy Right for You?

Your wellbeing is our highest priority! That's why we're committed to providing you with information to help you make informed decisions. Here's a closer look at teletherapy!

## WEIGHING THE OPTIONS

Consider the following reasons why teletherapy may or may not be a great fit for you.



### PROs

- You're too busy with work, school or family to travel to an office.
- Physical or transportation-related issues make staying home easier.
- You experience social anxiety or feel more comfortable at home.
- You have a smartphone or computer and hi-speed internet.
- Your insurance policy covers teletherapy services.

### CONs

- You don't have access to a smart phone, computer or internet.
- Your needs are not appropriate for teletherapy at the current time.
- Your insurance does not include teletherapy mental health benefits.
- You don't have private space that is free from interruption for an hour.

## JUST THE FACTS

Here are three commonly asked questions we receive about teletherapy. Our staff is happy to answer any additional questions or concerns you may have.

### Are my video and phone sessions really safe and secure?

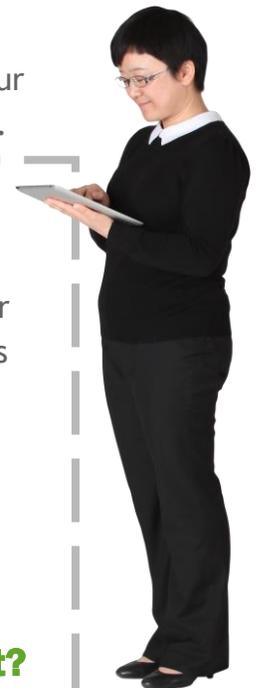
Yes! Whether you receive in-office or teletherapy services, you can rest assured that all systems used by Souttenders are highly encrypted and your information is safe and secure. Additionally, your video and phone sessions are never saved or recorded! NEVER!

### Will insurance benefits cover teletherapy?

Most insurance carriers cover teletherapy. Call the number on the back of your insurance card and ask to confirm your mental health telehealth benefits. Be sure to jot down your coverage dates and copay amount!

### Do I need to be tech-savvy or have fancy computer equipment?

Nope! Just a smartphone or tablet/computer and an internet connection. As long as you can follow simple instructions to download an app on your phone (with our help), you'll be fine!

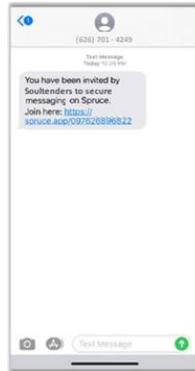


WHAT DO YOU THINK? IS  
TELETERAPY RIGHT FOR YOU?  
READ ON TO GET STARTED!

## GETTING STARTED (IN-OFFICE AND TELETHERAPY)

It's easy to get started with teletherapy at Souttenders!

- 1. Call your insurance company** - ask for “mental health telehealth benefits” and document coverage dates, copay costs, and any other relevant information.
- 2. Call Souttenders at (626) 701- 4249** - our intake staff will match you with a clinician in the Souttenders network, send you electronic paperwork, and set-up your appointment.
- 3. (For teletherapy) download the secure Spruce teletherapy application** - we'll send you a link to download the HIPAA-compliant app from the Apple or Google Play Store. *Just follow the prompts to download Spruce and create a (free) account.*



- 4. Attend your appointment** - for teletherapy, respond to the notification when your therapist initiates the call at your scheduled appointment time, or for in-person sessions, simply arrive at your appointment a few minutes prior to the start time.

## MAKE THE MOST OF TELETHERAPY

There are a few simple things you can do to help ensure you have the best teletherapy appointment possible. Your therapist will be doing the same on their end.

**FIND A PRIVATE SPACE WITH NO INTERRUPTIONS**

Arrange a space where you'll have no distractions and make arrangements for pets and children while you're in session.

Set-up your computer or phone as desired. Keep a glass of water, tissues, chargers, etc. within easy reach.

**SET-UP EVERYTHING IN ADVANCE**

**TEST YOUR INTERNET AND PREPARE TO START**

Check your internet connection and make sure everything is working as expected prior to your appointment time.

Questions? Email [info@souttenders.com](mailto:info@souttenders.com) or call (626)701-4249. We're here to help!