



Counselor-Client Telehealth Expectations

Counselor's expectations of their client; If the client does not uphold these expectations or follow through on the counselor's requests to make adjustments, the counselor reserves the right to end the session early.

- Please be located in an area that is safe and provides privacy/confidentiality.
- Do not conduct distracting activities while in session, such as driving a vehicle, shopping, washing dishes, folding laundry, weeding or texting/messaging.
- Please do not have anyone else join the session unless it has first been discussed and agreed upon with your provider.
- Dress appropriately during telehealth sessions as you would if you were attending a session at the provider's office.
- Do not have weapons with you while you are engaging in your telehealth session (excluding rifles/weapons displayed for decorative purposes).
- Avoid using mind altering substances during/prior to session.
- Please ensure you have reliable technology/Internet access.
- Please come prepared to discuss goals and topics you want to work on.
- For video sessions, client must log in to session within 15 minutes of the scheduled start time.
- For phone calls, client must answer phone call at scheduled time (call may show up as a 'private' number) . Counselor will make one more attempt after 5 to 10 minutes to reach the client.
- If session is disconnected, counselor will re-join as soon as connection is restored (client should re-join session via link).
- If you late-cancel your appointment (less than 24 hours notice) more than once, the second missed appointment will be counted as one of your allotted sessions. Access to appointments considered "prime time" (late afternoon appointments) may not be available to clients who have no-showed for those preferred appointment times previously.

Client can expect:

- Counselor will be alone in the space provided and will provide a confidential, secure environment utilizing a HIPAA-compliant platform.
- Counselor may take notes during the session, so they may glance down at times.
- If a client does not attend their scheduled appointment on time, it is expected that the scheduled counselor will wait for 10-15 minutes past the scheduled start time. After that, the appointment will have to be rescheduled.
- Session to take about 45 to 50 minutes.
- Sessions will have the same person-centered care, support, and clinical expertise as in-person appointments.
- Counselor to provide local resource referrals.
- Flexible scheduling for those needing discretion or reduced travel time.
- Client can request another counselor if a connection does not form.
- Counselors can not:
 - Make any formal diagnoses
 - Keep lengthy records beyond the requirements of our licenses
 - Provide counseling or assessment services for any individual as stipulated by a court of law
 - Advocate for certain individuals or provide expert testimony, such as in a court of law

Research shows that telehealth counseling is equally effective as in-person therapy for most conditions, including anxiety, depression, trauma, and relational distress (Backhaus et al., 2012; Varker et al., 2019).

Ascension WI EAP
Services are free and confidential

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