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Frequently Asked Questions Regarding Telehealth

1. What is the world is telehealth?
 - a. Telehealth is a virtual session with your individual counselor for the purpose of counseling – just like an in-person visit. Our system uses a Skype/Facetime-like video conference method to put you face-to-face with your counselor in the comfort of your own home. You will see, hear, and interact in real-time with your counselor.

2. I'm a college student – can I return to my parents' place in another state and do telehealth?
 - a. Unfortunately, no. State statutes and guidelines strictly forbid counselors from providing services in a state other than the one where they are licensed. However, if you are still in the state boundaries of Washington, you can access your session from anywhere if you have access to a computer, tablet, or smartphone and the internet. Spokane? Sure! Tri-Cities? You bet! Puyallup? Absolutely. San Francisco? Not a chance.

3. Does my insurance cover telehealth sessions?
 - a. Due to the state of emergency currently declared, most insurance companies have given counselors the green light to host telehealth sessions instead of in-person office visits. However, Accent Counseling encourages you to check with your insurance company before beginning telehealth sessions. To check, simply call the number on the back of your insurance card for Member Services, and ask if telehealth for mental health visits are covered.

4. Is this like other apps like BetterHelp, etc.?
 - a. Nope. This is YOUR counselor that you already have an established relationship with. Though some of us counselors don't like the camera, it will be the same smiling faces you see when coming into the Accent Counseling office.



5. Does my counselor offer telehealth sessions?
 - a. Each counselor at Accent Counseling has been trained and prepared to offer telehealth sessions to all of their existing clients.

6. If I'm afraid of encountering other people who are sick, and not sick myself, can I use telehealth sessions anyway?
 - a. Absolutely. Just notify your counselor at least 48 hours in advance so we can make sure it's set up and ready to roll.

7. How do I schedule a telehealth appointment?
 - a. Just like a regular in-person session. Log into the client portal, select the 60 minute session, then click on "Telehealth" instead of the office location downtown. Bada-bing, bada-boom - you're ready to go.

8. Where do I go to access the telehealth session?
 - a. When your counselor approves your appointment request, you will receive an email to the email address we have on file for you with a unique link to follow in order to join the session. If you're on a computer or tablet, just click the link and wait for our lovely face to appear. If you're on a smartphone, you will need to download an app first (it's free!).

9. Do I need anything specific to use telehealth?
 - a. Clients will need the following to access telehealth sessions:
 - i. Computer with webcam and microphone and access to internet, OR
 - ii. Smartphone with 4G or on Wifi AND Telehealth app,
 - iii. A private location with no background noise or interruptions

10. I don't have reliable internet at my house. Can I use my smartphone?
 - a. Sure! We find that a smartphone with 4G data and earbuds or headphones will work. We do, however, recommend using a computer. Make sure you are in a quiet location where you can hold the phone still.

11. What happens if I get cut off during my session?
 - a. If the connection is severed, simply reconnect by clicking on the same link sent to you in the email. If your counselor's connection is severed, just wait in the session and they will be back shortly.