



Ann James Counseling, L.L.C.
1639 N. Alpine Road Suite 204
Rockford, IL 61107
(779) 423-0275

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Instructions for Engaging in Telehealth Therapy sessions

Step 1: Your clinician will schedule an appointment with you or confirm that a previously scheduled appointment will be provided through a telehealth platform. If you have questions about your appointment time, please contact the office at 779-423-0275 or check on the patient portal through Therapy Notes.

Step 2: Make sure that you have completed the Telehealth Consent form on the patient portal through Therapy Notes. It is set up for electronic signing so please make sure that you have signed it prior to your appointment.

Step 3: Ensure that your email address is correct on the Patient Portal as it is where the invitation to "Join Meeting" is going to be sent.

Step 4: Find a comfortable location to engage in the session. Some clients are reporting that it is easier to sit in their car so that feel that they have some privacy. As the weather improves, some of you may find sitting outside might be a good place where you can focus on the session.

Step 5: If using a mobile device for your session you will need to download the app "Google Meet." If you are using a computer, you will not need to download anything.

Step 6: A few minutes prior to your appointment your clinician will send you an email with a link to "Join Meeting." Click on the link and the meeting will start. You may need to adjust your volume in order to hear the clinician.

Step 7: At the end of the session you can simply hang up or log out of the screen or app.

Important Information regarding insurance coverage of Telehealth Sessions

At this time insurance companies are covering Telehealth sessions the same as in-person sessions due to COVID-19. Any copays and coinsurance will be collected as per our billing policy. If you have any questions about this, please email heather@annjamescounseling.com