

## TIPS FOR SAFELY SHARING INFORMATION ONLINE

Telehealth makes it possible to get some health care services, wherever you are. Keeping telehealth private and secure is the responsibility of patients and providers. Take steps to protect yourself when you begin connecting with your provider online.

- Only enter your personal information on secure websites with a lock icon in the address bar
- Keep your devices protected with updated antivirus software
- Protect your wireless connection with a password
- Avoid using public Wi-Fi to access telehealth services
- Avoid accessing telehealth on devices shared with people outside of your home or family
- Don't set up a telehealth appointment or share your information with a provider you don't know or with information you don't recognize. Call your regular provider's main phone number to confirm their identity first.

### Did you know?

Telehealth technology uses encryption to protect your privacy and create a secure environment for communicating. Encryption makes your data unreadable to anyone else on the internet.

Customer Service 800-317-0708 or  
989-772-5938, Michigan Relay 7-1-1  
24-hour Crisis Telephone:  
800-317-0708 or 9-8-8

### Convenient Office Locations and Hours

#### **Clare County**

789 North Clare Avenue  
Harrison, MI 48625  
989.539.2141

#### **Isabella County**

301 South Crapo Street  
Mt. Pleasant, MI 48858  
989.772.5938

#### **Gladwin County**

655 East Cedar Street  
Gladwin, MI 48624  
989.426.9295

#### **Mecosta County**

500 South Third Street  
Big Rapids, MI 49307  
231.796.5825

#### **Midland County**

218 Fast Ice Drive  
Midland, MI 48642  
989.631.2320

#### **Osceola County**

4473 220th Avenue  
Reed City, MI 49677  
231.832.2247

Accredited by:



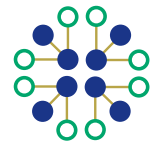
*Joint Commission*  
On Accreditation of Health Care Organizations

*CMHCM receives financial support from the  
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## TELEHEALTH

Telehealth is a safe and convenient option for getting behavioral health care at home. You may be able to attend appointments without needing transportation, taking time off work, or arranging for childcare. Those factors can be important in a long-term treatment plan.



**Community  
Mental Health**  
FOR CENTRAL MICHIGAN

## WHAT IS TELEHEALTH?

Telemedicine consists of trained professionals who utilize the technology of videoconferencing through a secure and private internet connection.

The prescriber can see you, speak with you, provide services, prescribe medication, and refer to your health record.

Community Mental Health for Central Michigan (CMHCM) provides health services to eligible consumers. A team of prescribers are ready to assist you with quality care towards wellness.

***Improved Quality – Studies have consistently shown that the quality of healthcare services delivered via telemedicine are as good those given in traditional in-person consultations.***

Source: [www.americantelemed.org](http://www.americantelemed.org)

## WHERE DOES THIS TAKE PLACE?

Consumers will be scheduled with a psychiatrist, nurse practitioner, or physician assistant and the appointment will take place at your local CMHCM office.



Nursing staff will check your blood pressure, weight, and speak with you regarding any questions or concerns you may have regarding your physical and mental health.

You will be in a private session with the prescriber to further discuss your mental health and medication if prescribed.

## COMMON QUESTIONS

### ***Where does this take place?***

This service will take place at the Community Mental Health office in the county you reside.

### ***Can the provider hear me and see me?***

The prescriber will be able to see you, hear, and interact with you in a private setting to discuss your mental health. You can ask questions and express your concerns.

### ***Is this being recorded?***

Your meeting with the prescriber is never recorded. This is a private and secured communication that takes place with you, your guardian if applicable, and the prescriber.

### ***Are behavioral telehealth visits private?***

Your provider will call from a private space, such as an office. Find a quiet space where you will feel comfortable speaking openly to them. If you can't find a place for your appointment where you can be honest and open about your mental health, let your provider know.