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.

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.

Accredited by:

CMHCM receives financial support from the Michigan Department of Health and Human Services.
**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.

**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.

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*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*