

Pacific CAPS is now offering distance counseling via telephone or face-to-face videoconferencing to currently enrolled Pacific students who meet the eligibility criteria for distance counseling services. This service is available to clients assessed as being appropriate for this form of counseling.

What is Telemental Health?

Telemental health refers to the general term of delivery of psychotherapy via telehealth technologies. For Pacific, Telemental Health refers to using telephone and/or interactive videoconferencing technologies for conducting sessions with clients who are not able to attend in-person sessions due to the campus closures related to COVID-19.

Things to Consider

- Privacy
 - Please ensure that you are in a space where you can comfortably and openly converse with your therapist that is free from interruption and distraction. If you are unable to secure such a space, please reschedule for a time when you are able to do so.
- Lighting
 - You will need to be thoughtful about having enough light behind yourself so that the background is not too dim. You will also need light in front of you to brighten your face. As much as possible, you want your clinician to be able to see you clearly throughout the session, just like you will want to see them.
- Noise/Sound
 - A quiet space is especially important during telemental health sessions. Make sure the space you will be using is quiet.
- Dress
 - Please dress as if you were attending an in-person face-to-face session.

Required Forms

- Prior to your first telemental health appointment, you will need to fill out the Informed Consent for Telemental Health Treatment. This is found at: go.pacific.edu/CAPSForms.
 - *You will only need to complete this informed consent form once.*
- **For your first and each subsequent appointment**, you will also need to complete the Telemental Health Appointment forms. These forms gather information about your current location, your back-up phone number, and two local/on-site support persons that can be reached by CAPS if there is any concern for your physical or emotional well-being, as well as the CCAPS-34. **Please complete these forms -15 minutes prior to your appointment.**
 - These forms are found at: go.pacific.edu/CAPSForms.
 - ***Reminder:* You will need to complete these Telemental Health Appointment forms prior to each appointment. Your clinician will not be available to meet with you until you have filled out these forms.**
- These forms are only accessible 7:30am to 5:30pm each week day and can only be done on the day of your scheduled appointment.
 - *We will not look at and will delete any forms entered on a day other than your appointment day.*

Limitations

- Due to the use of technology, videoconferencing may have disruptions in service and quality of service.
- If you are having a crisis, acute psychosis, or suicidal or homicidal thoughts, videoconferencing may not be appropriate for your needs.

Backup Plans

- In case of technology failure, the most reliable backup is a phone. It is recommended that you always have a phone available, and that you include this information in the required forms prior to each session.
- If you get disconnected from a videoconferencing session, re-start the session. If you are unable to reconnect within ten minutes, your clinician will contact you.

Confidentiality

Confidentiality remains essential to our counseling process. Our clinicians are mental health professionals who are ethically and legally bound to maintain your confidentiality. An electronic record (date, time, nature of meeting) of your contacts with CAPS will be maintained in a secure manner. Counseling records are not part of your educational record.

What is TAO?

- TAO is a platform of tools and educational modules to help you learn about and change how you think and feel.
 - These modules are designed to help you have a better understanding of your personal experiences and equip you with strategies to aid you in feeling more resilient today and as you go forward in life.
- TAO also allows for video conferencing with your clinician. This will be CAPS' main delivery service as a result of restricted access due to COVID-19.

Accessing TAO

- Your clinician will sign you up for TAO using your Pacific.edu email address and enroll you in assigned modules, as well as allow for Secure Videoconferencing.
 - Once you have been enrolled, you will receive an email with your log-in information. You will need to complete the steps listed in this email to log-in **on a computer** or through a **web browser** on your phone.
 - TAO does have a mobile app (TAO Connect) but this **will not** be useful for videoconferencing purposes.
- For any secure videoconferencing appointment, you will need to log-in to www.thepath.taoconnect.org on your computer or your phone's web browser.

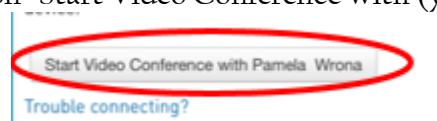
Zoom Video Conferencing – The Basics

- TAO is an encrypted HIPAA compliant videoconference tool.
- The first time that you participate in a video conference, you will need to download and install the small Zoom executable file to your computer and/or mobile device. This happens automatically and Zoom will give you the instructions as you go.
- The link between you and your clinician is based on a unique ID URL generated by Zoom for TAO.
- If you are working with an unlicensed clinician (e.g., a doctoral intern), they will continue to record their sessions with you for supervision purposes only. Only your clinician and their supervisor will have access to this recording.

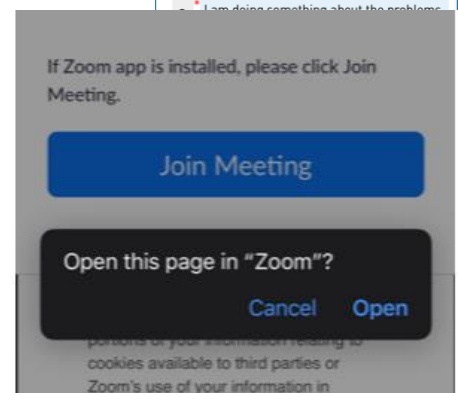
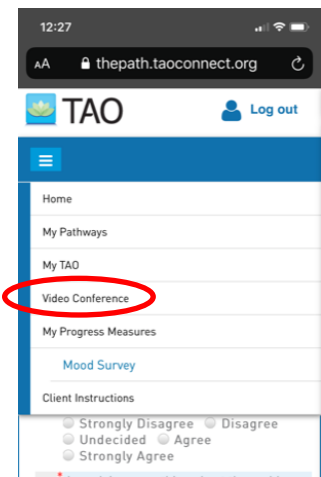
Your Appointments with Zoom Video Conferencing

- Prior to your first videoconferencing appointment, please log-in to TAO on your computer or web browser on your smartphone (www.thepath.taoconnect.org) using your Pacific.edu email address and create a password.
- Your therapist will not be available to videoconference unless an appointment is scheduled and they have opened the application. If you click on the videoconferencing option when you do not have an appointment scheduled, no one will be available on the other end.
 - *If you feel you are in need of emergency services please call 209.946.2315 x2 and press option 4 after the voicemail starts or call 911 or go to the nearest emergency room.*

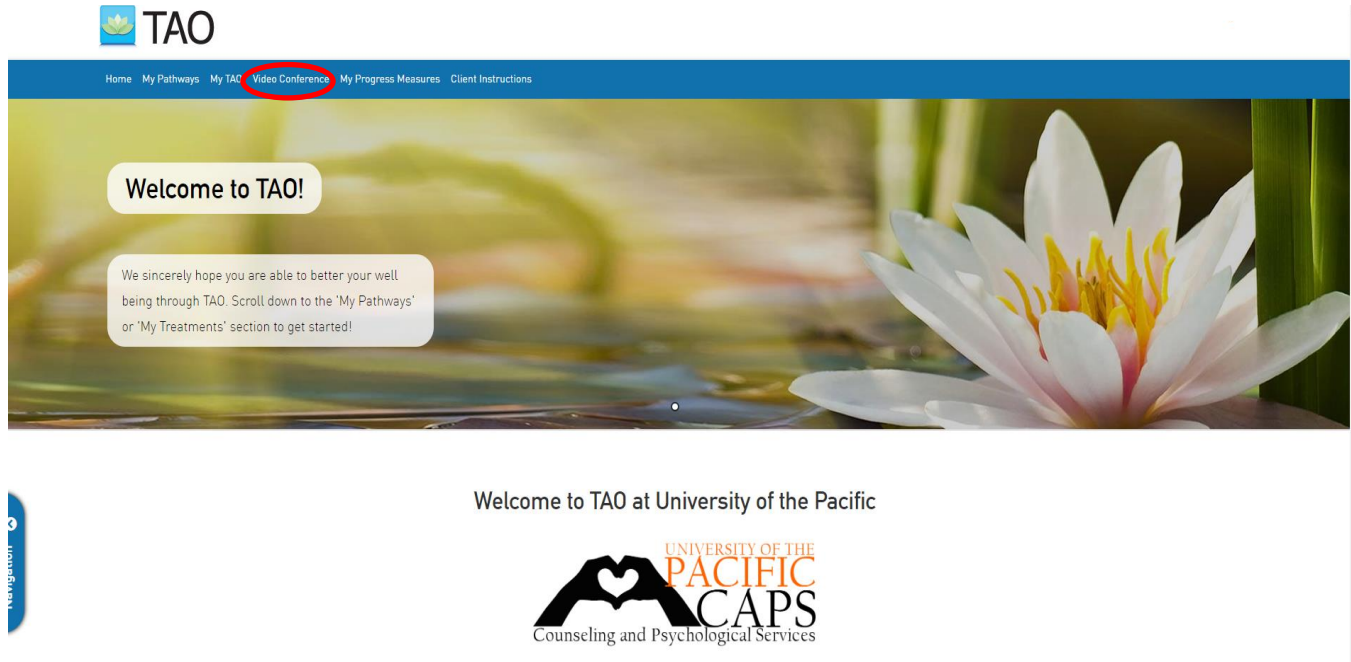
- If you are using your phone, please follow these steps:
 - Click on the menu button on the top left hand side of your screen and click on Video Conference.
 - This will take you to the 1-on-1 Video Conferencing page.
 - Step-by-step instructions are included to help you walk through downloading Zoom for the first time if you have not already done so.
 - You do not need to create an account for Zoom to access the secure videoconferencing room established by your clinician.
 - Click on “Start Video Conference with (your clinician’s name).”



- When prompted to Open this page in “Zoom”? click Open.
 - This will allow you to connect via Zoom to your secure videoconference.
 - Select “Call using Internet Audio” once you are connected through Zoom.



- If you are using your computer, please follow these steps:
 - On the main home screen, click on Video Conference.



- This will take you to the 1-on-1 Video Conferencing screen. Click on “Start Video Conference with (your clinician’s name)”.

1-on-1 Video Conferencing

Here you may begin a secure 1-on-1 videoconference using the 'Zoom' videoconferencing program. You'll only be able to video conference with your therapist if you're a client, or your clients if you're a therapist.

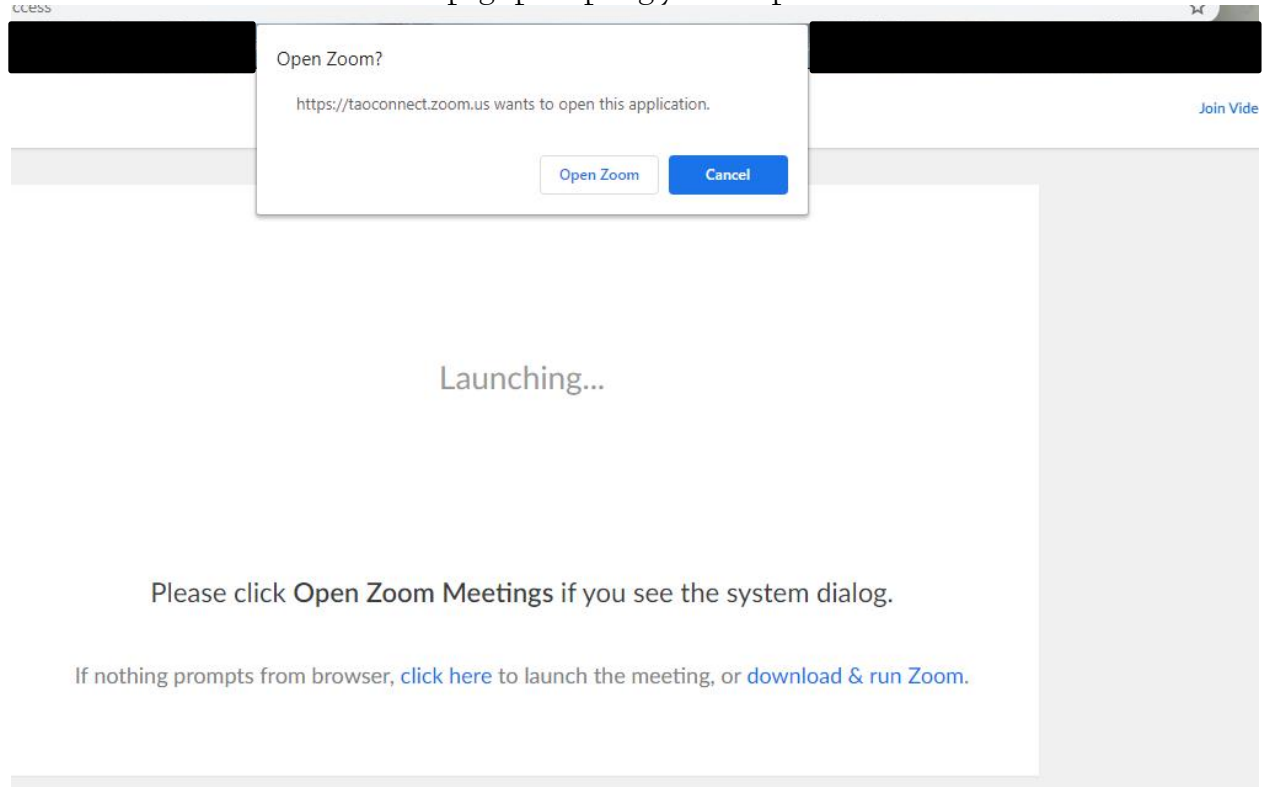
If this is your first time...

If you haven't yet downloaded the 'Zoom' videoconferencing application, a page will load allowing you to download the 'Zoom' videoconferencing application. If you have already downloaded the application, then a page will load and automatically launch the Zoom videoconferencing application installed on your device.

[Start Video Conference with Pamela Wrona](#)

[Trouble connecting?](#)

- This will lead to a webpage prompting you to Open Zoom.



Open Zoom?

https://taoconnect.zoom.us wants to open this application.

Open Zoom Cancel

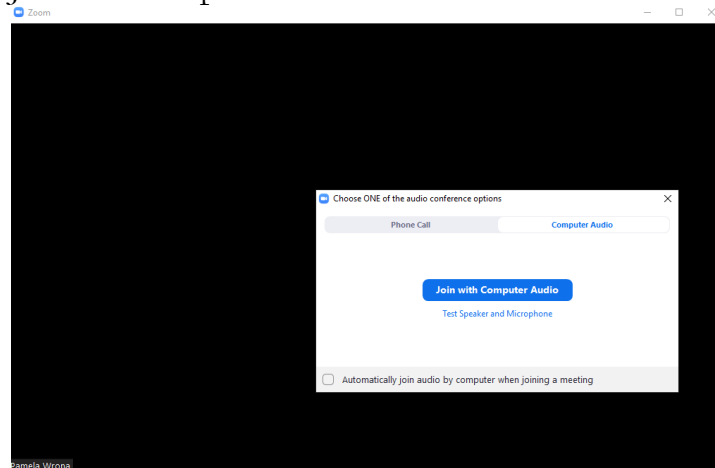
Join Video

Launching...

Please click Open Zoom Meetings if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

- Click Join with Computer Audio.



- You can use the bottom menu to navigate sound and video options.

