

## **Delcambre Mental Health Services Telemedicine Notice of Practices**

**Effective Date: 8/30/2024**

Welcome to Delcambre MHS where we provide high-quality mental health services through telemedicine. This notice outlines our practices and procedures to ensure that you are well-informed about our services and how they operate. Please read this document carefully and contact us if you have any questions.

### **1. Services Provided**

At Delcambre MHS we offer a range of mental health services through telemedicine, including but not limited to:

- Individual therapy
- Psychiatric evaluations
- Medication management
- Psychoeducation

Our telemedicine services allow you to receive care from the comfort of your home using a secure video conferencing platform.

### **2. Technology Requirements**

To participate in telemedicine sessions, you will need:

- A reliable internet connection
- A device with a camera and microphone (smartphone, tablet, or computer)
- A private and quiet space for your appointment

We recommend using a device with updated software for the best experience.

### **3. Scheduling Appointments**

Appointments can be scheduled by contacting our office at 603-793-4055 or through our secure online scheduling system at <https://my-group360065.clientsecure.me/>. Please provide at least 24 hours' notice for rescheduling or canceling appointments to avoid a cancellation fee.

### **4. Confidentiality and Privacy**

We are committed to protecting your privacy and confidentiality. Our telemedicine platform is HIPAA-compliant, ensuring that your personal health information is secure. Sessions are conducted in a private and confidential manner. It is important for you to also ensure that your environment during sessions is private and free from interruptions.

## **5. Insurance and Payment**

We accept various insurance plans and offer payment options for self-pay clients. Please contact us for information about coverage, co-pays, and payment methods.

## **6. Emergency Situations**

Telemedicine is not suitable for emergency situations. If you experience a mental health crisis or emergency, please call 911 or go to the nearest emergency room. Inform us immediately if you are in crisis so we can assist you in finding appropriate help.

## **7. Consent to Telemedicine**

By scheduling a telemedicine appointment, you consent to receiving mental health services via our telemedicine platform. You understand that telemedicine involves the use of electronic communications, and there are risks associated with these methods, including potential interruptions or breaches of security.

## **8. Contact Information**

For general inquiries or further information, please contact our office at:

- **Phone:** 603-793-4055
- **Email:** [cdelcambre@delcambre-mhs.com](mailto:cdelcambre@delcambre-mhs.com)
- **Website:** <https://www.delcambre-mhs.com/>
- **Address:** Telemedicine for patients in WA and NH

We look forward to supporting your mental health journey through our telemedicine services. Thank you for choosing Delcambre Mental Health Services.