

# Telehealth Consultations

When life gets you down, where do you turn? We are here to help 24/7. Our services are confidential and there is no cost to you.

When you call our toll-free number an intake representative will talk with you to find out what kind of help you need. If it's an emergency, we'll connect you to a clinician immediately. If you need to talk about a personal, work-related or family problem, consider telehealth consultations with a clinician.

## Help when and where you need it

Telehealth consultations with our licensed clinicians make it easy to get the help you need. They're:

- Quick – Our crisis clinicians will immediately take your call. Or we will help you find the support you need with one of our nationwide licensed clinicians.
- Flexible – Morning, evening and weekend appointments let you get help without disrupting your schedule. Consultations range from 15-50 minutes depending on your needs (initial appointments are typically 45-50 minutes).
- Convenient – You choose a private location where you'd like to talk, with no worries about traffic, parking or arranging for childcare. (For your safety, clinicians will not conduct a session with anyone who is driving.)

## How do telehealth consultations work?

Make an appointment by calling us. When you schedule a telehealth appointment, you'll receive an email with all of the details you need to connect. If you have a computer or smartphone with a web camera, you're probably set to go!

Our clinicians specialize in behavioral coaching. They can help you develop a reasonable goal and an action plan for meeting that goal. At the end of each appointment, your clinician will discuss next steps and (if necessary, and subject to benefit limitations) help you schedule your next appointment.

## Which Telehealth option is right for me?

Whether you opt for a phone or web-video appointment, you'll speak with a licensed clinician who works out of a private, professional office and follows strict laws governing confidentiality.

The choice between a phone or web-video consultation is a personal one.

Talking on the phone makes it easier for some people to share feelings openly. Phone consultations are easy and convenient – all you need is a phone and a private spot to talk.

Web-video consultations take advantage of user-friendly technology that you may already be using to chat with friends or keep in touch with family. If you have a smartphone with web-video capability, this option can be as convenient and flexible as any phone call. Web-video also offers some unique advantages, including:

- The capability for the clinician to send you links and other resources while you talk, for reference during your consultation or afterwards.
- Visual cues to enhance understanding and foster a more personal connection.

**\*Please contact us for details, including limitations and exclusions.**

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## The best time to call

As always, the best time to call is before your issue turns into a serious problem.

And if you're unsure about which type of appointment is best for you, don't worry. We can help you decide. Remember, we are here for you 24/7.

Call toll-free, **24 hours a day**, seven days a week.

TTY users can call:

Visit our website:

REGISTRATION CODE:



### We speak your language!

When you call MHN, free interpretation services are available in over 170 languages. We also contract with a vendor who can physically attend appointments with you, at no cost, if you need help communicating with doctors or other providers.

### ¡Hablamos tu idioma!

Cuando llames a MHN, podrás usar nuestros servicios de interpretación gratuitos en más de 170 idiomas. Además, contamos con proveedores contratados que pueden asistir en persona a tus citas, sin cargo alguno, en caso de que necesites ayuda comunicándote con los médicos u otros proveedores.

### 我們和您說一樣的語言!

我們為致電 MHN 的客戶免費提供超過 170 種語言的口譯服務。如果您在和醫師或其他醫療服務提供者溝通時需要幫助，我們也有簽約服務商能陪同您前往約診，而且您不須支付費用。

### 귀하의 언어로 안내해드립니다!

MHN에 전화하면 170 가지 이상의 언어로 무료 통역 서비스를 이용하실 수 있습니다. 저희는 또한 귀하가 의사 또는 다른 의료 제공자들과의 의사소통에 도움이 필요한 경우, 무료로 귀하의 진료 예약에 동반할 수 있는 통역사와 계약을 맺습니다.

### Chúng tôi nói ngôn ngữ của quý vị!

Khi quý vị gọi tới MHN, chúng tôi cung cấp dịch vụ thông dịch miễn phí bằng hơn 170 ngôn ngữ. Chúng tôi cũng ký hợp đồng với nhà cung cấp có thể trực tiếp tham gia các buổi hẹn với quý vị miễn phí, nếu quý vị cần trợ giúp để liên lạc với bác sĩ hoặc các nhà chăm sóc sức khỏe khác.