

**What is Telehealth?**

Telehealth at The Refuge Center for Counseling is the delivery of healthcare services through secure video chat.

**How long has Telehealth been in existence?**

Telehealth has been in existence for 40 years, but it has been growing in its usage over the past 5 years among healthcare providers.

**Is Telehealth secure?**

The Refuge Center for Counseling uses [doxy.me](https://doxy.me) as its Telehealth platform. Your protected health information is not stored on the [doxy.me](https://doxy.me) server so it cannot be stolen. The video session that occurs between you and your therapist is encrypted.

**What are benefits of Telehealth?**

Telehealth allows you to still attend your therapy sessions from the comfort of your own home, office, or other remote location. This benefits you and your treatment so that you don't lose momentum toward your therapy goals. There is no additional cost to you beyond your regular session fee.

**Does Telehealth work?**

Research has shown that online therapy sessions are just as effective as in-person appointments and are particularly effective in treating anxiety, depression, and panic disorders, among other clinical concerns. It can help you process emotions you may be experiencing given the COVID-19 outbreak and provide you a valuable outlet for connection in a time of isolation.

**What does a Telehealth session look like?**

You will find a quiet and private location where you are, and then log on to the internet and click the link provided by your therapist. You will be able to see a live video of your therapist in his or her office. Your therapist will also be able to see and hear you. Your session will proceed as if you were together in the same office.

**How will I be safe while using Telehealth?**

Your therapist can assist you in providing resources to help you prepare for Telehealth and will be with you to ensure your safety during the Telehealth session, just as they would if you were in the same office. Your therapist will confirm your physical location with you, so they are aware of how to get to you if you need further assistance.

**Can I continue the same type of therapy as I have been doing in person?**

In most cases, yes, your therapist will be able to provide talk therapy to you in a similar fashion as you are accustomed to. Your therapist will let you know if your therapy is better suited for an in-person session.

**How do I know if Telehealth is right for me?**

Your therapist can help you decide if Telehealth is right for you, and help you get started with your next session. Given the COVID-19 outbreak, Telehealth is a wise option that will allow you to protect your risk of being infected and spreading the virus while also still allowing yourself to receive the counseling services you desire.