

Intermountain EAP's Video Counseling via Intermountain Video Visits

Video counseling and face-to-face counseling can both be very effective. At first, video sessions can feel different from face-to-face sessions. However, most people quickly get used to the change. Research related to video counseling indicates that it can be just as beneficial as face-to-face counseling.

A word about confidentiality: We take your privacy very seriously and want to assure you that Video Visits is secure, confidential and compliant with HIPAA laws. While EAP utilizes the Video Visits virtual platform, your EAP session is not documented in the central Intermountain system (iCentra). EAP utilizes a separate documentation platform specific to EAP services.

In order to help you feel like you are getting the most out of your video counseling, we encourage you to read and follow the recommendations listed below.

BEFORE THE SESSION:

- Find a quiet room where you can be comfortable, alone and removed from distractions or disruptions for the length your appointment.
- Make sure you are appropriately dressed and have taken care of your personal needs prior to the start of the appointment.
- Turn off the TV, music, phone, fans and other background noises.
- Ideally, position yourself at a desk, couch or kitchen island with your screen located in front of you at a reasonable distance.
- Ensure lighting is set so that the counselor can easily see your face.
- Notice what is in the camera view in your background. Be sure it is not distracting.
- Laptops and desktops tend to work better than phones. Connect via ethernet or at least Wi-fi.
- If you use your phone, make sure it is fully charged or plugged in during the session and consider placing it on a stable base or prop rather than holding it in your hands.
- Video Visits works best in Chrome rather than another browser, like Internet Explorer, etc.
- Have a paper and pen with you to take notes or write down any homework.

DURING THE SESSION:

- Please refrain from cooking or eating during your session. Drinking water is appropriate.
- If more than one person is participating, allow time for everyone to share and have screen time.
- Position yourselves so that you can be seen and heard throughout the session.
- Please don't attend a video session while driving, using public transportation, or in a public setting. If the counselor deems there is a safety or confidentiality issue, they will request that the concerns be addressed, or the session be rescheduled.
- If possible, avoid walking around with your phone.
- Avoid other people being in the same room while you are in your session unless the counselor has requested others participate.

We look forward to meeting with you!