

How to Prepare for the Telehealth Session with Your Counselor at NMU's Counseling and Consultation Services (CCS)

Before the Day of Your Appointment:

1. Identify a private area to participate in your session. This space should be a safe/quiet place where you will be alone and not interrupted for the entire time you are speaking with your CCS counselor. The space should be free from others walking in on the confidential conversation. **It is important to remember that your counselor can only protect your confidentiality on their end and not on yours. You are responsible for making your area confidential.**
2. The area should have good lighting and you should be dressed as if you were physically in the office.
3. Check your technology. You will want to consider what technology you plan to use for the video session. This might be a laptop or tablet. Check to ensure that the location for your session has a strong internet connection and your device is fully charged.
4. Headphones are strongly encouraged to be used to increase confidentiality, lessen distraction, and improve the overall hearing experience.
5. Prepare your thoughts. Think about what you want to discuss with your counselor by making notes ahead of time.

On The Day of Your Appointment:

1. On the morning of your appointment, make sure that your device is charged. Verify that you have the login link you need to access your video session. Fifteen (15) minutes prior to your video session, have your device ready, and make sure your space is quiet and without any distractions.
2. Turn off all apps and notifications on your device.
3. Do not forget to verify you have your notes, headphones, chargers, and a pen and paper in case you need or want to take notes. If you wear glasses to read or view things on a screen, do not forget them.

Start Your Appointment:

About five (5) minutes before your appointment, sign in to your Telehealth Video Session. Make sure your camera is at eye level. Your CCS counselor will join you and verify your name, phone number, address, current location, and review privacy and other basic information.