



Helping Hand Therapy

Mailing Address: 843 Pittview Ave Central Point, Oregon 97502

Ashland Office: 1605 Siskiyou Blvd Ashland, Oregon 97520

Email: info@helpinghandtherapy.net

P 541 203 6139

Detailed Telehealth Policy

Our Commitment to Secure & Effective Telehealth

To provide flexible and accessible care, we offer sessions via a secure video platform.

- **Our Platforms:** Our primary platform for telehealth is the secure, HIPAA-compliant video service integrated into your **SimplePractice Client Portal**. In the event of technical difficulties, our backup platform is the secure **Spruce Health** application.
- **Your Responsibilities:** For a telehealth session to be effective and confidential, you are responsible for:
 1. Being in a private, quiet, and secure location where you will not be overheard.
 2. Having a stable internet connection.
 3. Not recording the session in any way.
- **Technology Issues:** If our video connection is lost and cannot be re-established within 5 minutes, your therapist will call the phone number we have on file to complete the session by phone or reschedule.
- **Emergencies:** Telehealth is not appropriate for emergency situations. If you are experiencing a mental health crisis, please do not wait for your therapist to contact you. Go to your nearest emergency room or call 911. Please refer to our Crisis Information Sheet for more resources.