

Group Therapy Telehealth Visit Guidelines

You and your child or teen will be participating in one of the Psychiatry Clinic telehealth groups. This information sheet provides guidelines on how to be ready for group and actively participate.

Guidelines for your participation

- You will need to connect with **both** audio and video and have your camera turned on during the entire session.
 - All family members involved in the session should be visible on camera during the session.
 - Participants need to be physically located in Washington State. This is because providers are licensed to practice only in the state of Washington. They are not legally allowed to provide care to a family if they are not physically in the state at the time of the visit.
 - You should not be driving in a car or riding a bike during group - if you are running late, please connect after you have parked.
 - Participants should be in a private location - please do not call from a public space.
 - For joint parent and child/teen groups - the parent and child/teen should be together in the same physical location.
 - Please complete any questionnaires sent to you in advance of your group session. For some groups, there are short weekly questionnaires. Your group leader can help if you are not receiving this information.
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Helpful tips during the video time

- If possible, please prop up your device and stay in one area.
 - In Zoom, change you and your child's names to first name only and give your child's age. Include the pronouns you and your child prefer to go by; (he/him, she/her or they/them).
 - Example for parent group: "Erin, they/them and Eduardo, he/him (Emilia, she/her - 15)"
 - Example for parent + child/teen group: "Erin, they/them and Emilia, she/her (15)"
 - Please avoid cooking or any other distracting activities during group.
 - We understand that interruptions may occur - please mute and take care of the issue, and then re-join the discussion.
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Missed sessions

- Each weekly group has planned content that is important to learn. If you miss more than 2 sessions, you will be politely removed from the remainder of the group sessions. You are welcome to ask to be added to the waitlist for a future group.
 - If you plan to miss a session, please call the scheduling center at 206-987-2164 to cancel the appointment so we know you will not be in attendance.
 - Check the workbook and/or PowerPoint slides for any missed content and homework. Email the group leader to request a copy of the material to review before the next session if these materials were not provided ahead of time.
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To Learn More

- Psychiatry and Behavioral Medicine
206-987-2164
- Ask your child's healthcare provider
- seattlechildrens.org

Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



Connecting to sessions

- The best way to join sessions is to check-in via My Chart. Please call 206-987-4444 for if you're having trouble connecting to MyChart or getting "Proxy Access" for parents enrolled in groups.
- For most groups, your link to join can be accessed in My Chart. Assume that is the case for your group. (For certain groups, the group leader will email you a link before group that should be used instead.)
- Make sure to e-check in to the visit prior to the start of the visit. You can check in up to 24 hours in advance. If you try to e-check in 15 minutes or later after the visit starts, the visit link will no longer be active.
- If My Chart isn't working or you haven't connected yet, you should have been provided with a link to the group when you were scheduled. If you cannot find that link, please call the Scheduling Center at 206-987-2164 option #1 to request to have the link sent to you.
- If your group includes handouts, you will receive handouts for group either by mail or by email from the group leader before the first session.

For more help with technology

- Visit our website Telemedicine at Seattle Children's:
 - seattlechildrens.org/clinics/telemedicine (English)
 - seattlechildrens.org/globalassets/documents/clinics/telemedicine/telemedicine-spanish.pdf (Spanish)
- For MyChart problems, please call 206-987-4444.