

Patient Guidelines for Outpatient Psychiatry Group Telehealth Visits:

Patient group guidelines are department-specific.

You should be aware that CHA is not monitoring patient email replies about group visits. Please **do not reply** to emails you receive related to your group visit. Instead, please use MyChart or call your clinic with any questions.

- **Join on time** - give yourself enough time to sign onto the computer/tablet/smartphone, get set up, and make sure everything works correctly
- **Confidentiality**
 - Everything said in the group is confidential
 - Do not share participant's names or stories
 - Do not record video or audio or take screenshots of the group
 - Join the visit from a private place so participants do not have to worry others will overhear their information
- **Be respectful of others**
 - Listen to others and respect their beliefs
 - Please allow all participants time to speak and use the process your group has agreed upon about when to speak
 - Do not use your phone, eat, or smoke while in the group
 - Be aware of how participants identify themselves and address them using their preferred name and pronoun (he/she/they)
- **Use technology appropriately**
 - Please mute your audio until you are speaking
 - You will be on video and audio so please be aware of your surroundings
 - To prevent others from seeing your home/environment, feel free to change your background in Google Meet settings
 - If you have other people in your home, please use headphones and join from a private room
 - Do not join group visits while driving
 - Please be aware participation in group visits may impact data plans
- **Do not share graphic details which may be triggering**
 - Use general terms (verbal abuse/physical abuse)
 - Do not share methods of self-harm, suicide attempts, or details about using substances
 - Focus on the effect experiences have had on you
- **Do not use illicit substances, alcohol, or marijuana during the group visit**

- Do not participate intoxicated or under the influence of any drugs
- **If you feel like you need support and are uncomfortable talking in the group**, please call the voicemail number provided in the meeting chat at the beginning of the visit
- **If at any point you are experiencing thoughts of suicide, go to your nearest Emergency Room**
- **If you are experiencing a mental health or substance use disorder crisis**, call the Emergency Services Program/Mobile Crisis Intervention Team at 1 (877) 382-1609