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