

Intake Process for Telehealth Sessions

1. Please contact the office at 815-517-0875 so that we can gather basic information and learn your contact info to provide the appropriate paperwork.
2. During that phone call, you will be provided with a date and time for your telehealth intake.
3. After your call, you will be emailed paperwork with a subject reading “Adventure Works via eSign Genie.” You can complete and electronically sign to be sent back.
 - a. If you do not see the paperwork in your email inbox, please check your junk/spam mail folder
 - b. If after an hour, you have not received the paperwork, please contact the home office for assistance.
4. Once you have completed and resubmitted the signed paperwork, you will receive an email with a link and PIN number for your scheduled intake/psychosocial assessment session from your new counselor.
5. Your intake session will take place online through the Regroup connect platform that uses a HIPPA compliant version of Zoom video conferencing.
6. If you do not complete your paperwork and submit prior to 24 hours of your scheduled intake session, your intake will be canceled and you will need to call the office to reschedule.

Telehealth Frequently Asked Questions

What is Telehealth?

Telehealth is a secure video conferencing method allowing practitioners and clients to visit remotely when circumstances prevent in-person attendance.

How does it work?

Your therapist uses a program that is simple and easy to use from your device (computer, tablet, or phone). You will receive an invitation to click a link to join the session. Most people find it easy to use but if you have any trouble your therapist can walk you through the process. We are all figuring this out together.

What can I do to prepare?

You'll need to find a private, quiet space with a good internet connection. Put your monitor/camera a couple of feet away from your face with your camera at about eye level. If it's hard for you to see yourself on camera, you can cover that portion of your screen with a small piece of paper.

Why are we doing telehealth?

Telehealth allows you and your clinician to meet during this time of uncertainty while honoring public health guidelines aimed at protecting all of us. Adventure Works uses a HIPAA compliant platform to maintain your confidentiality.