

Provident offers telehealth appointments, which use video conferencing to meet with your provider without being in the office. Telehealth is available to clients with video conferencing capabilities on their smart phone, computer, or tablet with webcam and microphone, as well as strong internet connectivity that supports participating in a video conference with good audio and video quality.

Consent to Telehealth Services: By participating in telehealth services with Provident, you are indicating consent to receive services delivered via video conference. Provident uses a HIPAA compliant account and has a Business Associate Agreement with Zoom, the video conferencing software company. There are advantages, disadvantages, and limitations regarding the security of confidential information when utilizing telehealth, which will be discussed with your provider. Provident's providers work to maintain the same level of care and professionalism that you would receive during an office-based visit. Your consent also indicates that you will, to the best of your ability, participate in your telehealth service in a confidential space in your own home to provide yourself the best atmosphere for your appointments.

To prepare for your telehealth appointment:



1. Download the Zoom app to your device (smart phone, tablet, computer)
2. Allow the Zoom app to access to your camera and microphone to enable audio and video for telehealth.
3. **New Clients:** Complete your Consent Forms, Intake Survey, and any other forms assigned to you in your ClinicTracker Patient Portal.
4. Locate a quiet, confidential space in your home to participate in your telehealth session. Minimize distractions as much as possible. This time is for you!
5. **To join your appointment:** Access the Zoom meeting link in your Patient Portal Message or email. ***Copy and paste the link in your web browser.***
6. If you have not received your Zoom meeting link for your appointment, please contact the front desk at the site where your provider works:
 - **St. Louis City (Olive Street):** 314-371-6500
 - **Northwest (Schuetz Road):** 314-898-0100
 - **South (Tesson Ferry Road):** 314-898-0102
 - **Psychiatric Services:** 314-802-2670