

In response to COVID-19, INtegrity Counseling adopted **Telehealth** which is the use of audio and video technologies and support tools to allow clients and providers to meet virtually.

INtegrity uses TheraNest, a HIPAA compliant, secure system for electronic medical records, managing appointments, reminders via email and SMS text, and video counseling. In the client portal, you can see appointments, manage your profile, complete and digitally sign forms, start a video counseling session, make contributions, and send messages to INtegrity.

## Telehealth at INtegrity

- **Phone Counseling**

- You will need a mobile or home phone
- Your counselor will call from INtegrity (309)827-9100 or a personal phone with a blocked number

- **Video Counseling**

- You will need
  - a smartphone, tablet, or computer with a camera, microphone, and speakers
  - Google Chrome or Apple Safari as the web browser
  - a strong internet connection
- Test your connection at <https://tokbox.com/developer/tools/precall/>

- **Client Portal**

- While it provides many benefits, using the client portal is optional
- INtegrity will send existing clients a link to the portal
- Access using your unique email address and a password that you set
  - Minors can have their own client portal account
- After initial setup, access the client portal at <https://integritydbh.mytheranest.com/>
- Useful with both Phone and Video Counseling

- **Joining a Video Counseling Session**

- You can use the client portal, or a link sent by email or text
- You do NOT have to download anything to securely join the session
- Join from your phone, tablet, or computer - the windows adapt to the screen size
- In the client portal, a “Start Session” button is next to the appointment
- If using a link, click the link or paste it into your browser
- Then, follow the on-screen instructions to join the session
- During session, YOU can turn your video and audio on and off as can your counselor

A signed consent form is required to use Telehealth at INtegrity.

You and your counselor will periodically review what Telehealth solution is best for you.

## Tips for Successful Video Counseling



Choose a well-lit area. Consider what is in the background.



Choose a quiet location where distractions are minimized.



Choose a private space where no one can hear.



Adjust your camera so you can be seen and help your counselor know what you need to see them.

- DON'T USE PUBLIC SPACES
- AVOID DISTRACTIONS
- FOCUS ON THE SESSION

### Client Portal Log in Screen

**INtegrity Counseling**

Email

Password [Forgot Password](#)

[Log In](#)

Don't have an account? [Sign Up](#)