



COVID-19 UPDATE: 03/28/2020 “The disease is ahead of the data.” –PBS Newshour 3/14/2020

The Colorado Center began in 2010 because we knew how wrong intuition can be about treatment effectiveness. To do great work, we need to stay on top of what works and what fails when using any new treatment methods and technologies. We continue to refine the best methods of treatment and how to improve our sense of connection in this time of instability.

In the past 2 weeks we have simplified and improved how we do online therapy or “telemental health”:

- We have converted all our paperwork to encrypted, HIPAA-compliant webforms that can be completed, signed, and returned, all on your computer or smartphone
- We have refined our choice of video platforms to make sessions easier and more secure
- We now offer intensive outpatient services for clients who need substantially more support but who do not want to (or can't afford to) take the risk of hospitalization

Our clients have been telling us how “pleasantly surprised” they are by the feeling of connection and support they are feeling when doing sessions by video. While it's not the same as working in-person, we too are relieved to see how much this is working for our clients and allowing important work to continue. And we would not have guessed the tech would be so easy for us and our clients. We have been reassured by how much the sense of ‘being together’ comes through. And that's true in our group therapy sessions as well. That's good, because we are very likely to continue 100% telemental health or teletherapy through April.

Here is how our clients get started using our new system:

1. Send an email (newclients@thecoloradocenter.com),
Or call our main phone (303-547-3700),
Or [book](#) a free 15-minute phone intro with one or more of our therapists,
Or [call one of us](#) directly after reading our profiles.
2. After you select one of us (on your own, or with our help), we will email our forms packet to you.
3. You complete and return the forms from your phone, pc, mac, or tablet.
4. You add your payment info in our [secure online portal](#).
5. Your therapist schedules your session, and emails a link to you that you click, to launch the video call.
6. All you need is a screen with camera and mic. A full-size monitor is best, but even a phone will work!

In Service, and Wishing You Continued Good Health,

Jason Seidel, Psy.D.

Director

Cell: 303-377-0999



Tips for Telemental Health

- You can use the built-in microphone and speakers that your device already has (most add-on PC cameras also include a microphone)
- You can also use a headset with a mic, or earbuds with a mic—these mics often work better because they are much closer to your mouth; and earbuds or headphones also can offer more privacy and sense of connection.
- Try sitting close enough to the camera that your head and shoulders are mostly filling the screen. The better your therapist can see you, the better they can connect with you, see small changes in your expression, and do better work.
- Try testing your mic and speakers prior to your session. There are usually very few (or no) technical bumps at first but if there are, your therapist will help you through them. **Bluetooth** headphones or mics may add a little wrinkle to the setup, so with those be sure to test ahead of time if you can.
- Close/exit any other open apps and programs on your computer (like Microsoft office or other streaming services)—they can rob you of processing power and degrade your signal. Desktops & Laptops tend to work slightly better than iPads and smartphones.
- If you do not do a lot of videoconferencing, give yourself a break as you adjust to a slightly different rhythm of conversation than we have in-person. If it's not something you adjust to immediately, know that it gets easier and more natural after the first session.
- **If your therapist is using Google Meet**, and if you want to use your phone, first download the Google “Hangouts Meet” app for your phone. If you are asked to enter a “meeting code” it's the letter combination at the end of the URL of the meeting link, without the hyphens and question mark. Your therapist can text it to you if you have difficulty. If you are using a computer where someone else is logged into Google, their name will show up when you are on the Meet. On a computer, you will have the meeting through the browser (or Chrome). On a phone you will have it through the Meet app.
- **If your therapist is using VSee**, then when you click on the email invitation for the first time, you will be asked to download the VSee app on your computer (it will progress automatically) and it will ask you to add your name and click a box or two to “agree.” You will have the meeting through the VSee app rather than through a browser window.
- **If your therapist is using Zoom**, then click on the “join” link in the email and you will first be asked to download the Zoom app to your computer (if you don't already have it) before the call starts, and then the call will launch automatically, using the Zoom app.