

Frequently Asked Questions and Sample Schedule - Virtual Adolescent Intensive Outpatient Program -

How do I Log On?

Program Link: <https://phpiops.doxy.me>. Upon entering the site, you will be prompted to choose which 'waiting room' to enter. Once you choose the appropriate group or provider, you will be brought into the virtual waiting room. When the group or session starts, the provider will bring you in and welcome you!

Please log into your group or individual session at least 15 minutes prior. Staff has been trained to help troubleshoot any technical issues you may have. We will call you if it appears that you are having difficulty connecting or trouble accessing the virtual platform. We appreciate your patience and will work hard to ensure you get the maximum benefit from our telemental health services.

What should I know about telemedicine / telemental health services?

Telemental health services can be a benefit to you when on site services are not available because of distance, location, time of day or availability of resources. **Benefits** can include:

- Improved Access to Care Timely Services
- Improved Coordinator of Care
- Improved Treatment of Care

There are potential risks with the use of telemedicine. **Risks** can include:

- Delays in Treatment due to equipment failure Poor picture and delays in video
- Potential Data transmission problems that happen in very rare instances but can lead to a breach of your information
- A lack of information that might be available in a face to face visit but not in a telemental health session, which may result in errors of medical judgment

What should I do before starting into virtual programming?

- 1) Be comfortable with the device you are using. Ensure there are audio and visual capabilities as these will need to be enabled in order to access the [doxy.me](https://phpiops.doxy.me) site.
- 2) Check network and/or internet connectivity. Poor service at home can disrupt your ability to connect to the session.
- 3) Ensure you are alone and in a private, quiet and secure location. Make sure you are free from interruptions.
- 4) Maintain confidentiality of yourself and others. Utilizing headphones can prevent others from hearing the content of group sessions.

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- 5) Upon entering a group session, please put yourself on MUTE. This will limit disruptions to the group process including background noise. Facilitators will instruct you on how session will be facilitated
- 6) Log into your session at least 15 minutes prior to the start of your virtual session. If you have any technical issues, please contact us for assistance. A conference call line can be made available if you are unable to connect to the virtual platform.

What if my child misses a session?

It's not a problem if your child misses a day of program during their enrollment. Sometimes a child is sick or there is a family obligation that requires they miss program, just call us at 518-584-3600 to let us know. They can return on the next session day and continue their treatment.

How long will my child remain in the program?

The average length of stay in program is approximately 4 weeks, which would include 10 to 12 sessions.

Is there individual treatment as well?

This is a structured group therapy program so most often your child will be attending groups with their peers. However, at times, your child may be struggling with a specific issue, and individual sessions, or individual family sessions can be scheduled.

Will there be any cost to me?

Once you refer your child to AIOP, insurance benefits will be checked and if there is any cost to the parent, such as a co-pay or deductible, you will be notified prior to your child being scheduled for an intake

How often will my child meet with the psychiatric prescriber? Does the family meet with the psychiatric prescriber?

During your child's enrollment in program, they may meet with the psychiatric prescriber once weekly. Usually the psychiatric prescriber will meet with your child for a few minutes first, and will then ask parents to join the session.

How do I get my child in program?

Referrals for AIOP are made by calling Four Winds Saratoga at 518-584-3600 option 4. You will need to provide name, address and insurance information, as well as the reason you are referring your child.