

Telehealth Starter Guide

A simple setup guide for online therapy sessions with Elevate Counseling Services.

Before every session, make sure you are physically located in Utah.

Claire is licensed in Utah and currently provides telehealth therapy for clients located in Utah at the time of service. If you will be outside Utah, ask ahead of time before the appointment.

10 MINUTES BEFORE

Set up your space

Give yourself a few minutes to arrive before the session begins.

- Choose a private, quiet place.
- Charge your device and check internet.
- Have water, tissues, and headphones nearby.

PRIVACY

Protect the session

Small adjustments can make online therapy feel safer and easier to use.

- Use headphones when privacy matters.
- Close extra tabs and silence notifications.
- Let others know you are unavailable.

WHAT TO EXPECT

A steady start

Telehealth sessions are still real therapy, just through a secure online connection.

- Join through the secure SimplePractice link.
- Claire may confirm your location and phone number.
- Ask questions about fit, privacy, or process.

BACKUP PLAN

If tech gets messy

A little backup plan helps the session keep moving if video freezes or drops.

- Try rejoining the video link once.
- Keep your phone nearby.
- If you cannot reconnect, use the portal or call.

Helpful to have nearby

- **A note or question** to bring into session.
- **A grounding object** blanket, warm drink, stone, or pen.
- **Payment questions** if anything needs to be clarified.

Pause or reschedule if

- You do not have privacy where you are.
- You are in immediate danger or crisis.
- You are outside Utah at session time.
- You are driving or unable to focus safely.

Important: Elevate Counseling Services, email, and website forms are not crisis services. If this is an emergency or you may not be safe, call 911 or 988.

Portal: claire-mckeon.clientsecure.me | counselingelevated.com | 801-769-2116