



Telehealth (Plymouth Psych Group Online) Frequently Asked Questions

What is telehealth/telemedicine?

Telemedicine is the delivery of health care services or consultations while the patient is at an originating site and the licensed health care provider is at a distant site. Telemedicine may be provided by real-time two-way, interactive audio and visual communications, including secure videoconferencing or store-and-forward technology to provide or support health care delivery. The telemedicine services facilitate the patient's assessment, diagnosis, consultation, treatment, education, and care management.

What is Plymouth Psych Group Online?

Plymouth Psych Group Online is performed on a convenient, safe platform that offers assessment and/or treatment via online video conferencing. The platform is HIPAA compliant in order to protect patient privacy and confidentiality. The use of this technology comes at no cost to our patients.

What services are offered at Plymouth Psych Group via telehealth?

Therapy, medication management and nutrition services are all approved for telehealth service

How do I access telemedicine?

All patients using Plymouth Psych Group Online must be approved by their provider beforehand. After being approved by the provider, the patient will be required to complete the Telehealth – Consent to Treat form as well as the Credit Card on File Authorization form on our website located at www.plymouthpsychgroup.com/forms. Once the forms are received by Plymouth Psych Group, the patient will receive a link with a time and date to join a virtual appointment with your provider.

What are the technical requirements?

Patients will need a reliable internet connection, webcam and speakers/headphones. It is recommended to use a laptop or desktop computer, however, the platform is also compatible with mobile devices after downloading the Zoom app.

Do I have to download or install anything?

No, you will be sent an email with a link for you to log on. If you are using a mobile device, you will need to download the Zoom app.

How can I assure my privacy?

Zoom Video Communications, Inc is an encrypted and HIPAA-compliant. We recommend using a privately owned video interactive device and a wired internet connection. You will be responsible for making sure that you are in a private and soundproof space for your session.

Will my insurance pay for telehealth?

Effective January, 2017 all private health plans in MN along with state plans are required to cover telehealth services at the same level as in person services and previous patient location restrictions, have been removed. If you are uncertain, give your insurance company a call to ask about coverage

How do I set up my telehealth appointment?

Patients can set up a telehealth appointment by calling us at 763-559-1646, Monday through Friday between 8:30am and 5:00pm.

Can I do my telehealth appointment from anywhere?

A client must be located in Minnesota for their appointment to receive the service and be covered by insurance.

How can I make sure I have a successful online session?

Login early and create a quiet/private space to prepare for your appointment.

Will I always be able to do my appointment via telehealth?

Currently Plymouth Psych Group is offering telehealth services temporarily to allow for the continued care of our clients during this time. We will continue to update our clients on how our mental health delivery method changes over the next few weeks and months.