



First Nations Health Authority
Health through wellness

Telehealth for Mental Health

What is Telehealth?

Telehealth is the use of virtual technology to deliver health care services. If you are unable to attend an appointment in person, the First Nations Health Authority can support you to receive mental health counselling through telehealth.

Counselling sessions delivered using telehealth can be done over the phone or using video conferencing (e.g. [Zoom](#), [Skype](#), [FaceTime](#)). The FNHA does not consider texting and emailing to be telehealth.

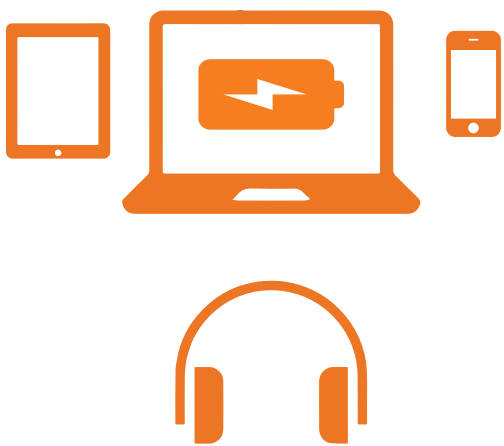
How Do I Set Up a Telehealth Appointment?



STEP 1

Contact your mental health provider to ask about a virtual counselling appointment. Discuss which telehealth option they prefer and which you feel most comfortable using.

As long as you are seeing a [mental health provider who is registered with Health Benefits](#), all telehealth sessions are fully covered.



STEP 2

Prepare for your telehealth appointment:

- Have a fully charged device.
- Find a private space where you feel comfortable and won't be overheard.
- Use a headset or earbuds to avoid echoes and protect your privacy.



STEP 3

Follow any instructions from your provider about downloading or logging on to the video conferencing system.

It is important to remember that not being available for the call or video as planned is considered a no-show appointment. Clients may need to pay for no-show appointments.

To find a registered mental health provider, visit fnha.ca/benefits or call **1.855.550.5454**