

To all clients using Telehealth.

During this time of following the recommendations of the CDC, Ebright will increase the use of telehealth for all sessions, including DBT skills group. We ask you to follow the instructions below and help us with transitioning to a different platform you may not be used to.

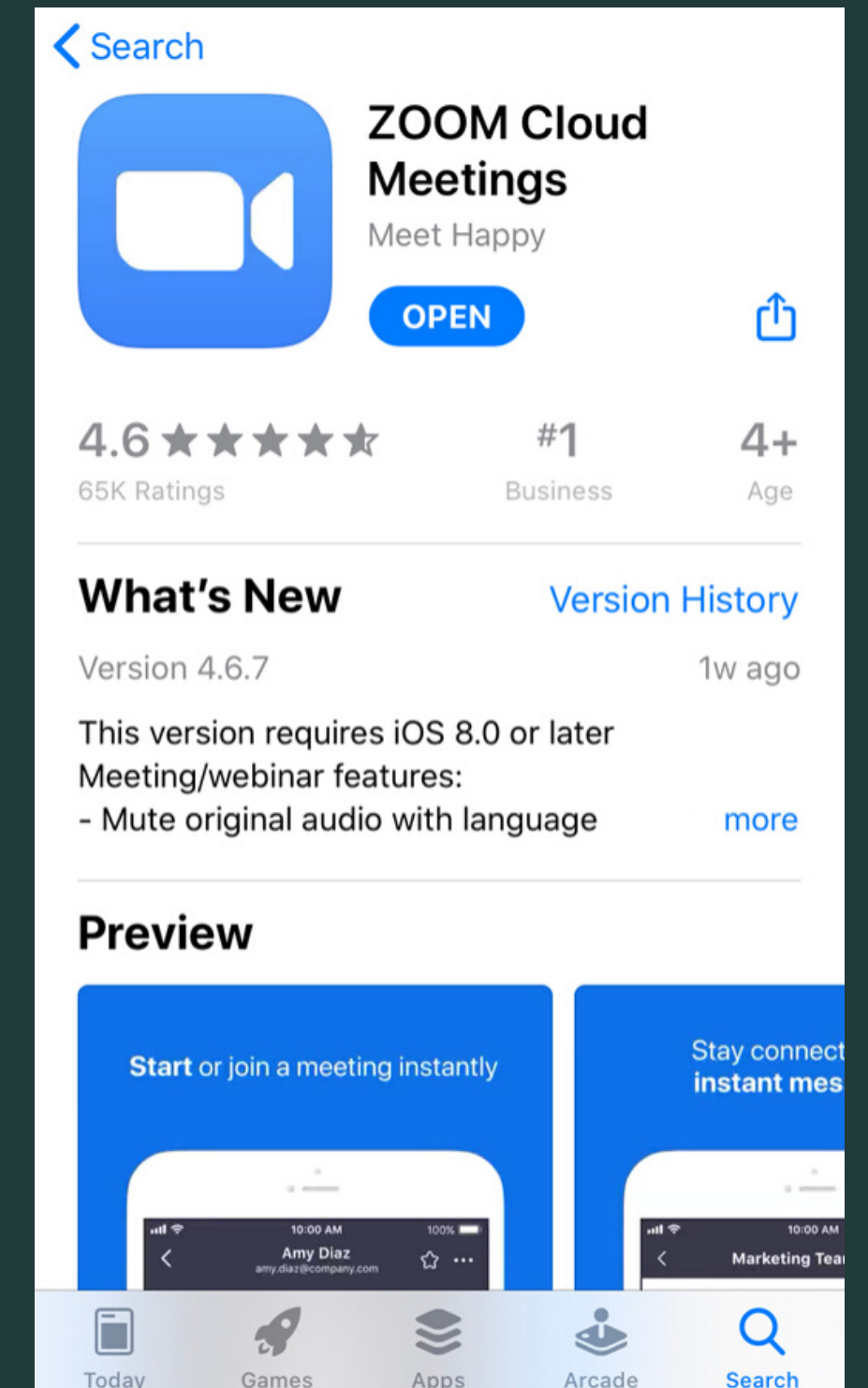
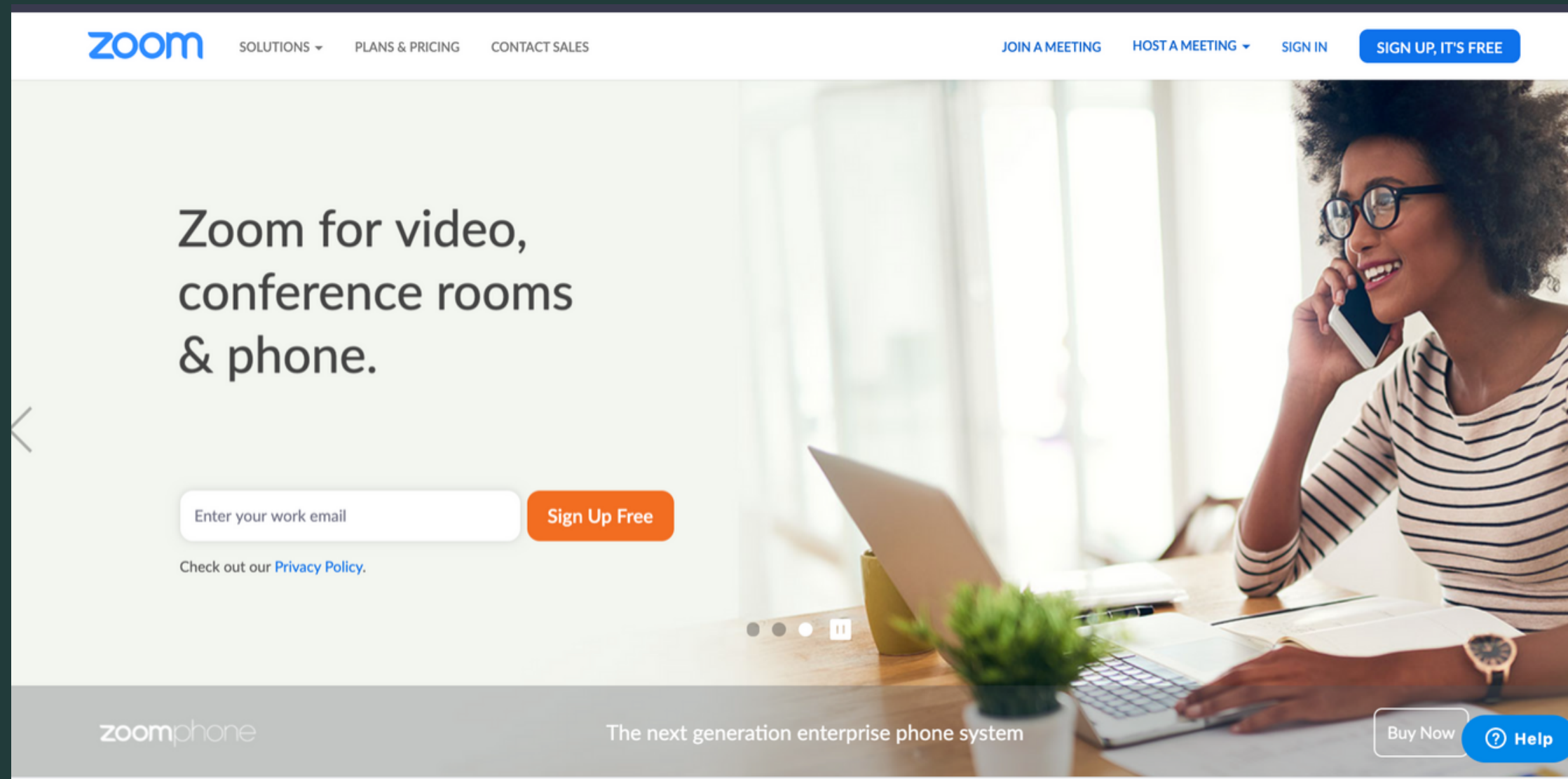
To help maintain HIPAA compliance, we use a service called Regroup Connect. **Regroup Connect** is a service that meets the requirement needed to maintain your confidentiality. For more information regarding HIPAA requirements, please type hhs.hipaa in your address bar.

Regroup Connect uses a video platform called Zoom. You will need to download the software/app called “Zoom Cloud Meeting.” You can download it through your app store or on your PC by typing <https://zoom.us/download> in your address bar.

**For additional instructions on how to use
Zoom, [continue to the next page](#)**

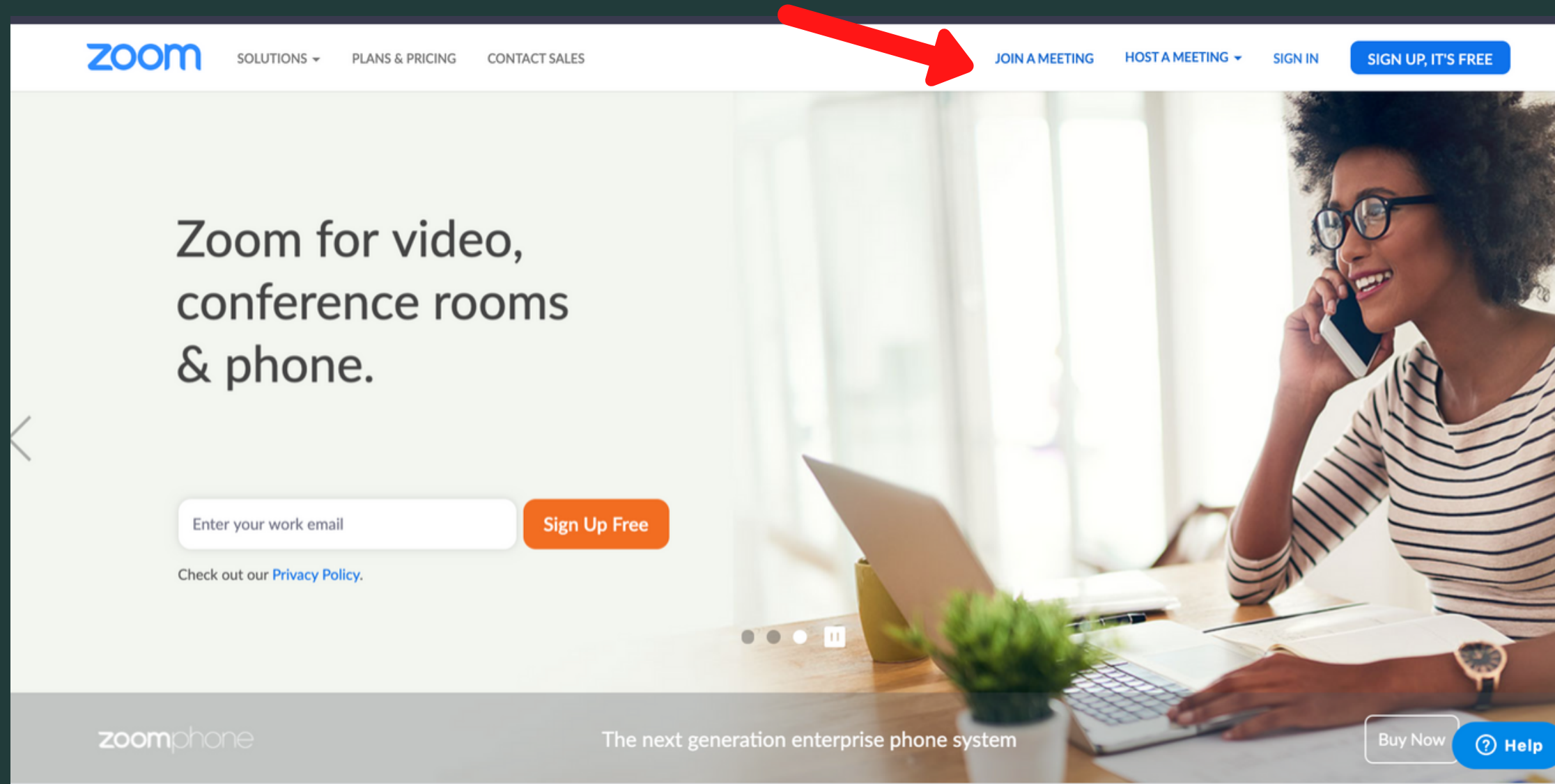
DOWNLOAD THE APP/ GO TO WEBSITE

Go to zoom.us to download app or type in “Zoom Cloud Meetings” in the app store on your phone or computer, free of charge.



JOIN A MEETING VIA COMPUTER

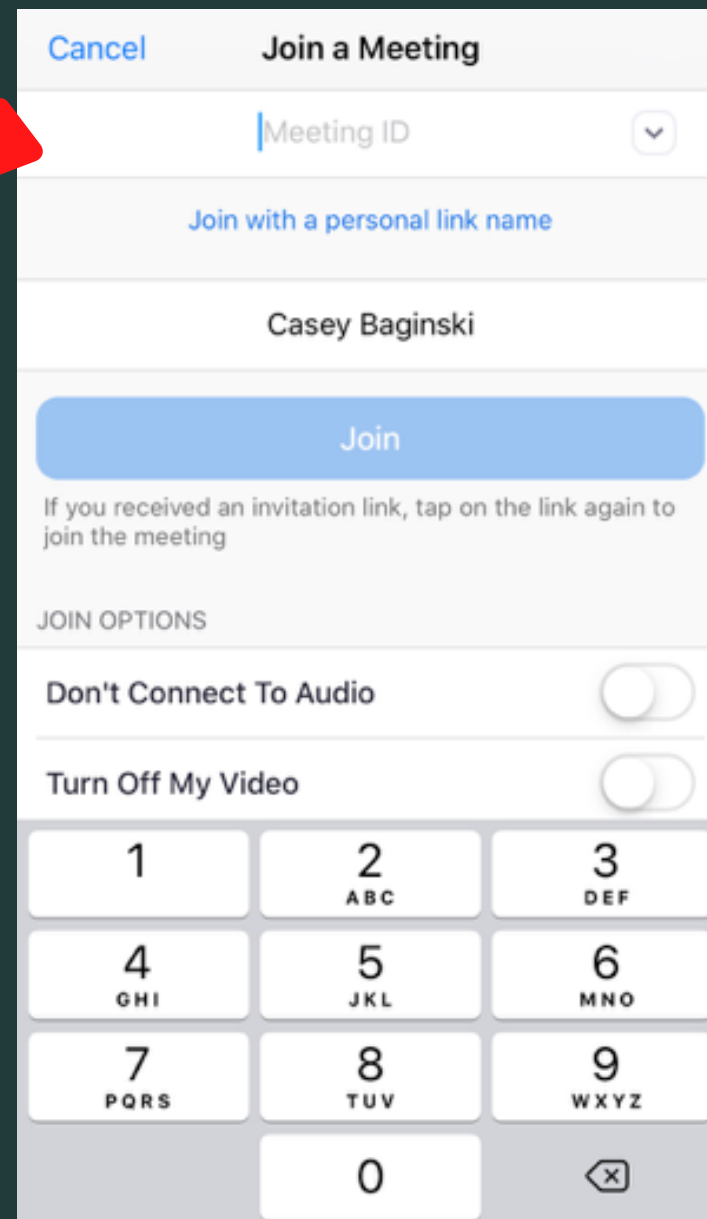
Join without signing up by selecting, “Join a meeting”.



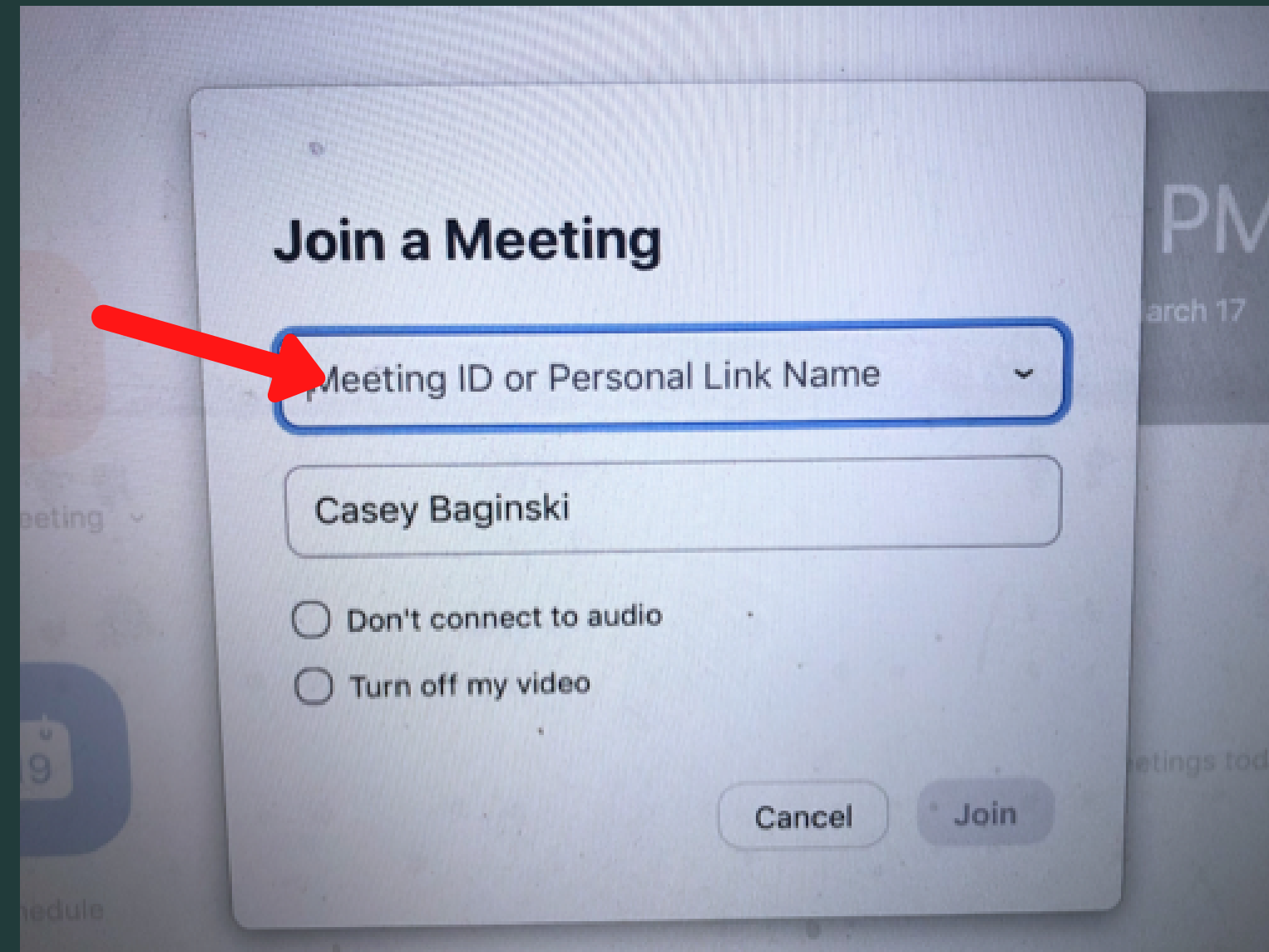
ENTER THE MEETING

Your host (skills leaders) will provide you with a 9, 10, or 11 digit number called a meeting ID prior to the start of group. This will enable you to enter the Zoom Meeting.

Please type the meeting ID into where the arrows indicate.



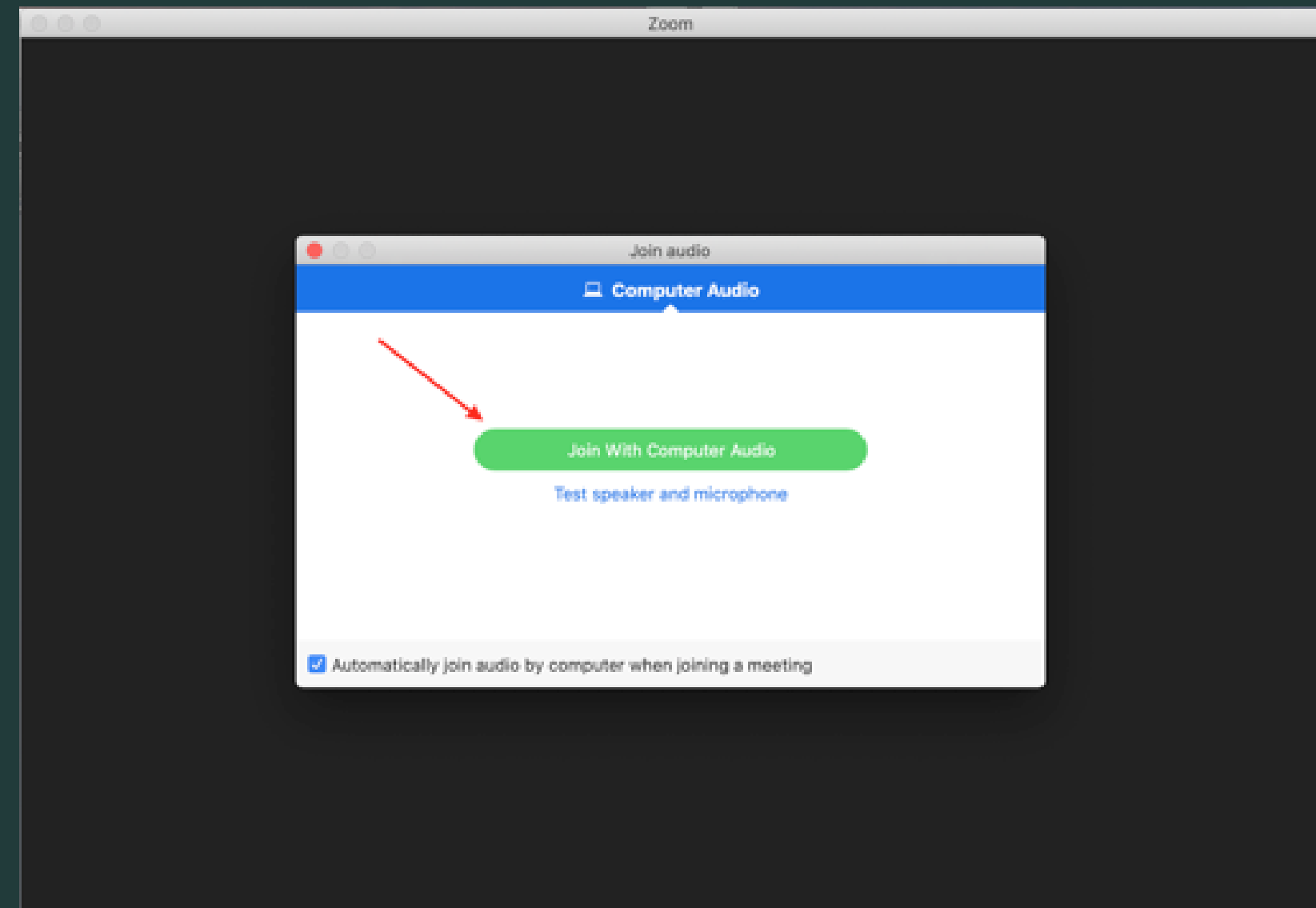
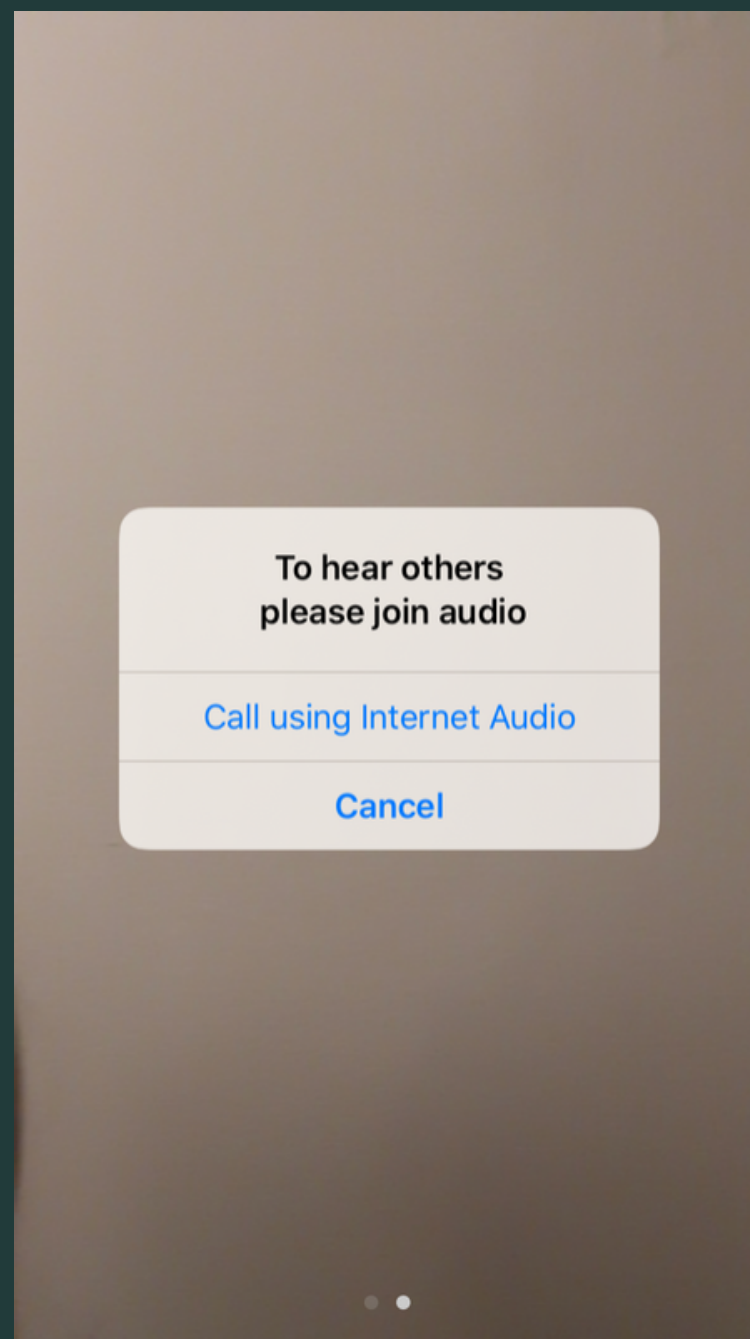
The image shows the 'Join a Meeting' screen in the Zoom mobile app. A red arrow points to the 'Meeting ID' input field at the top. Below it is a field for 'Join with a personal link name'. The name 'Casey Baginski' is displayed. A blue 'Join' button is visible. Below the button, there is a note: 'If you received an invitation link, tap on the link again to join the meeting'. Under 'JOIN OPTIONS', there are two toggle switches: 'Don't Connect To Audio' and 'Turn Off My Video', both currently turned off. At the bottom is a numeric keypad with letters assigned to some numbers (e.g., 2 has ABC, 3 has DEF).



The image shows the 'Join a Meeting' dialog box in the Zoom desktop application. A red arrow points to the 'Meeting ID or Personal Link Name' input field. Below it is a field for the name, which contains 'Casey Baginski'. There are two radio button options: 'Don't connect to audio' and 'Turn off my video'. At the bottom right are 'Cancel' and 'Join' buttons.

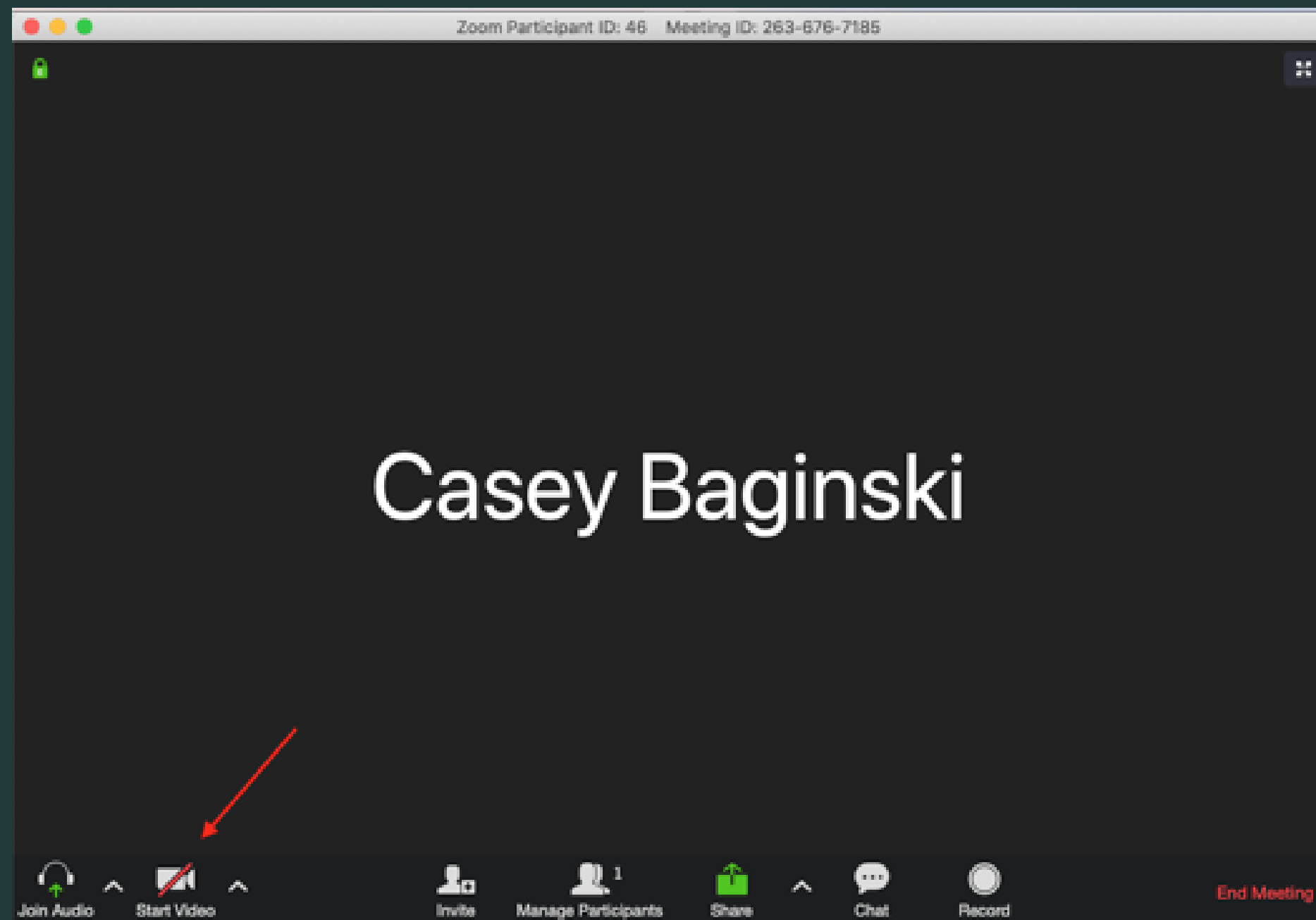
JOIN AUDIO

Select “Join Audio” after you have entered the meeting. You can either “join with computer audio” or “call using internet audio” depending on the device you are using at the time.



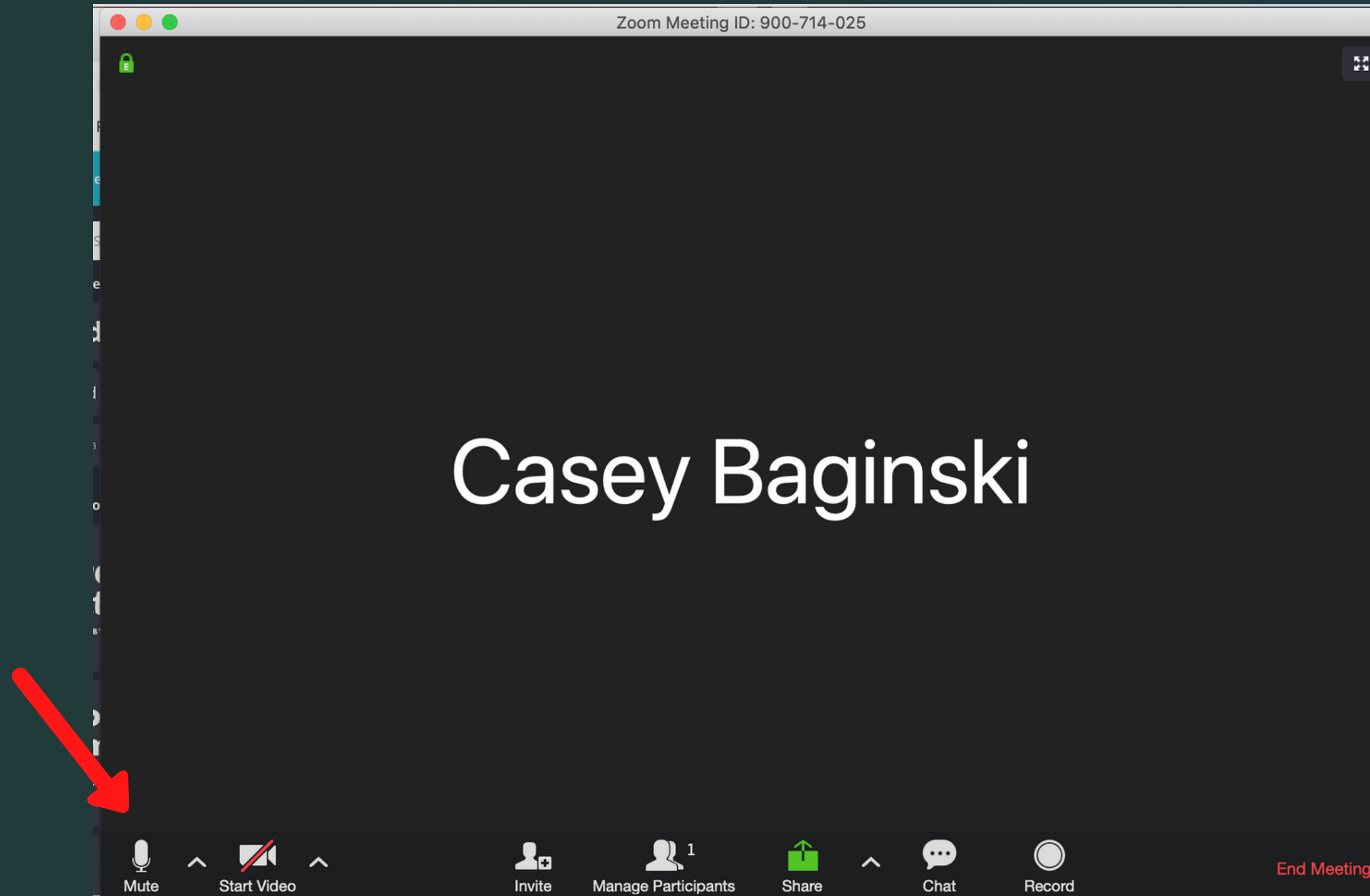
STOPPING VIDEO

You will immediately be connected to video when you begin the meeting unless you change this in your settings. Press the the “start video” above the video camera icon on the left hand corner of the screen to turn video off.



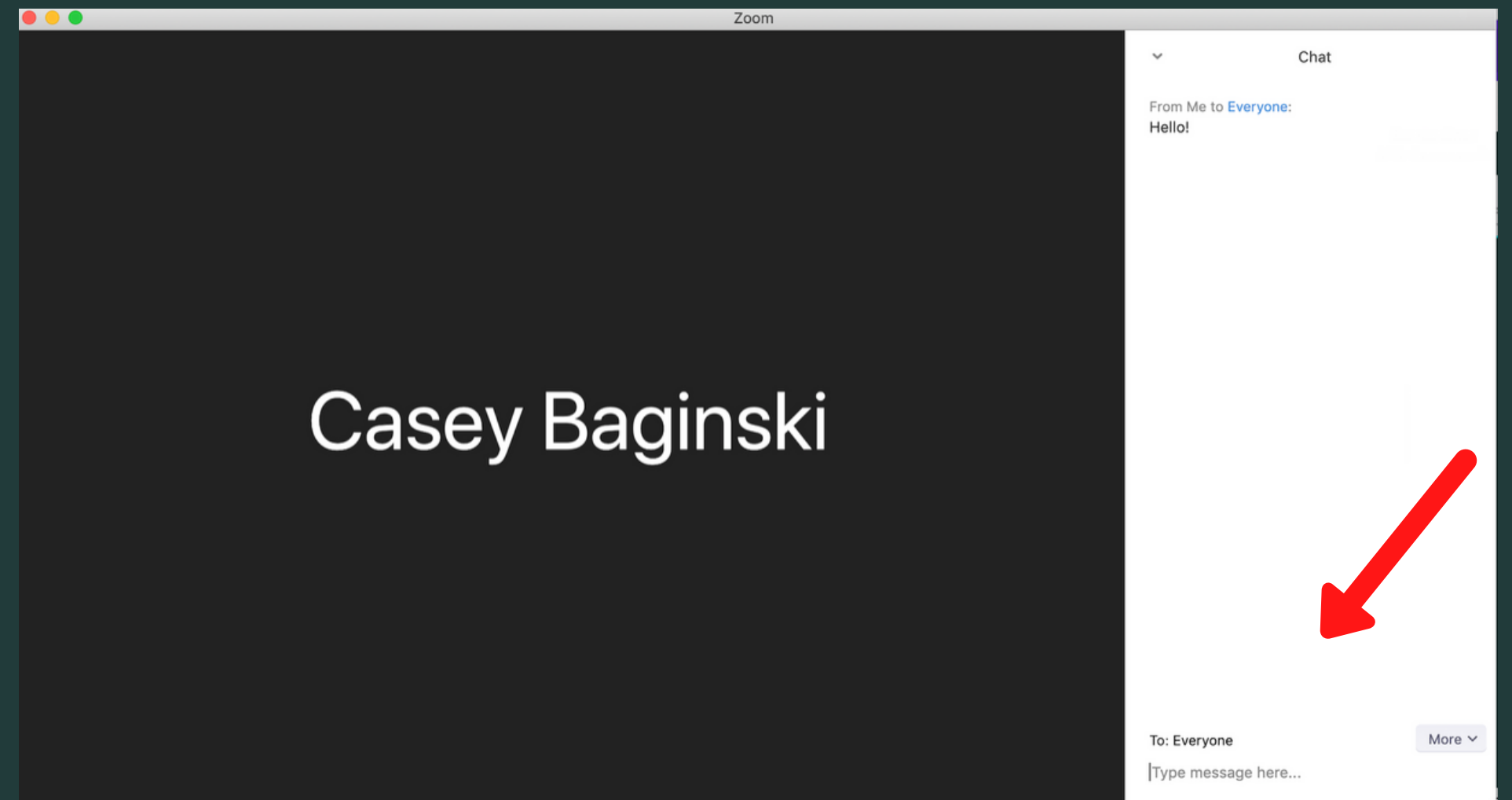
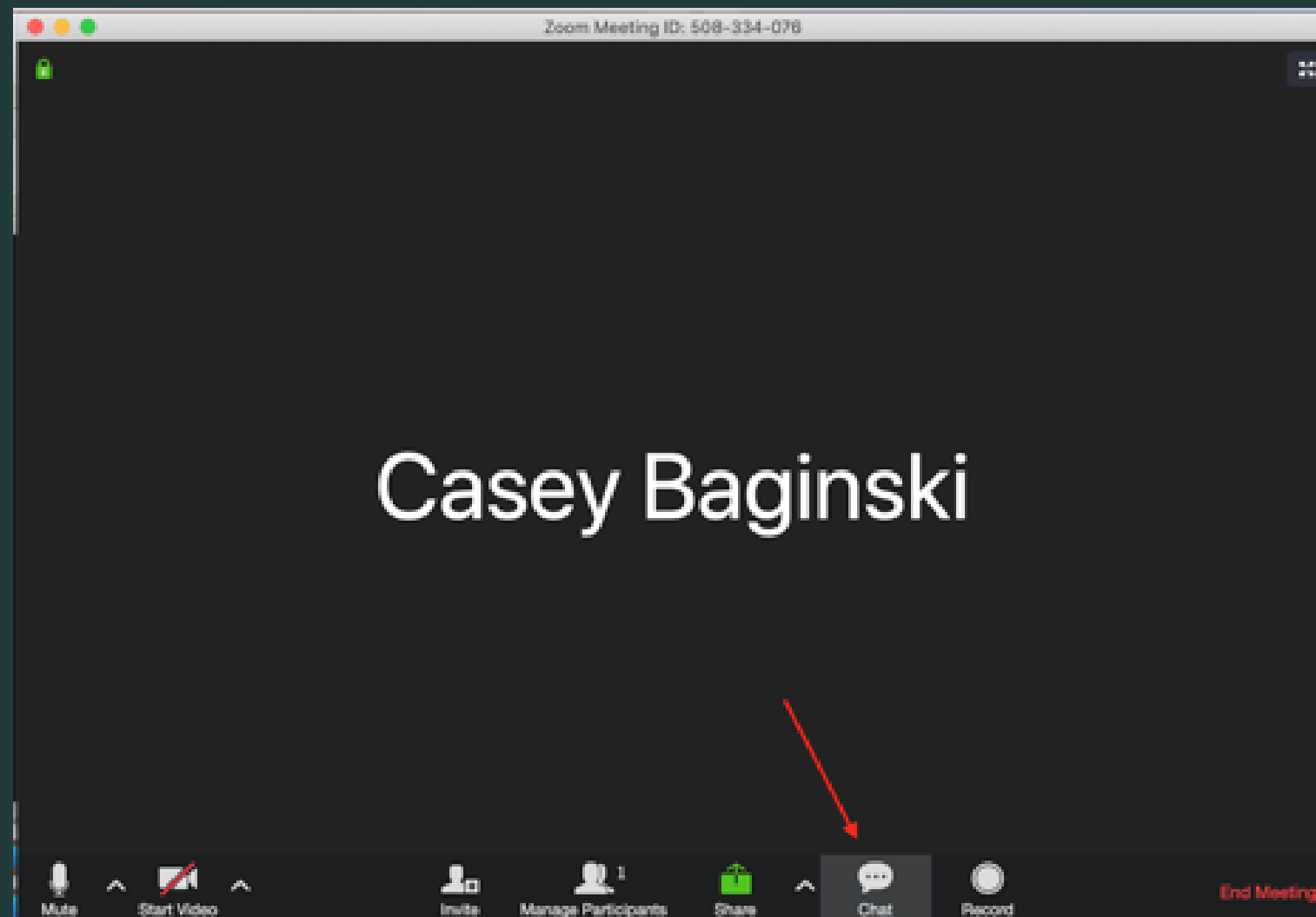
MUTING AUDIO

Press the "mute" button located near the microphone icon to mute your microphone. To use your microphone, press the "mute" button again.



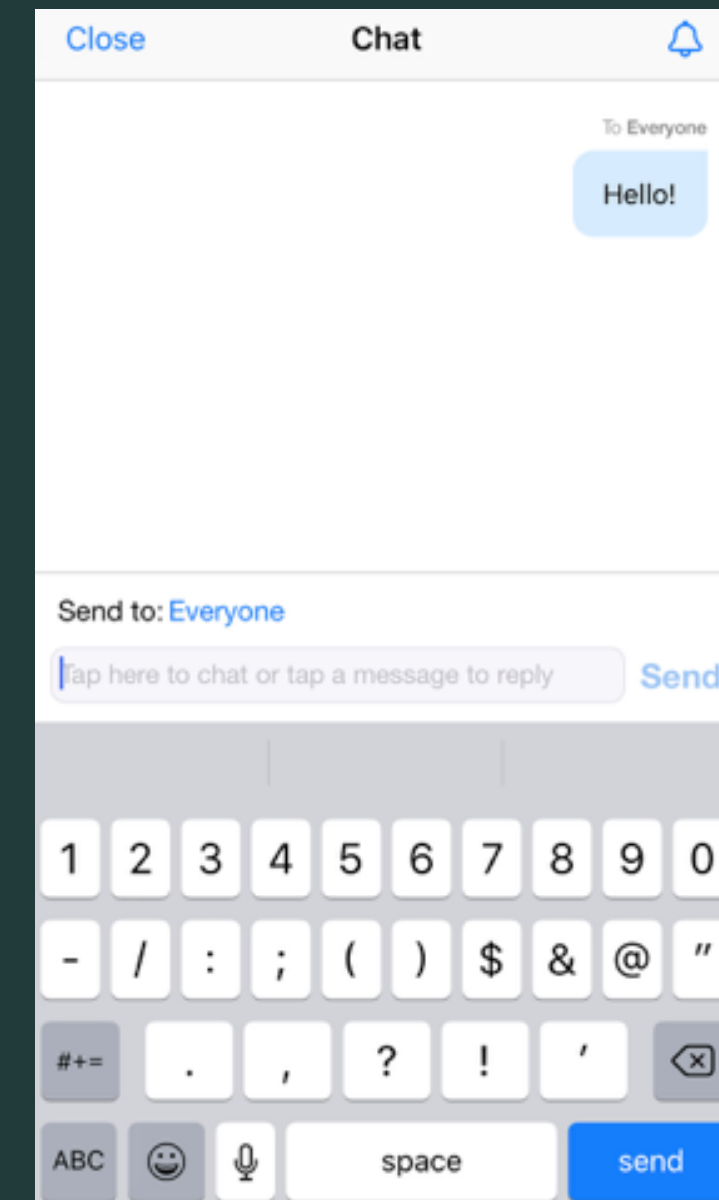
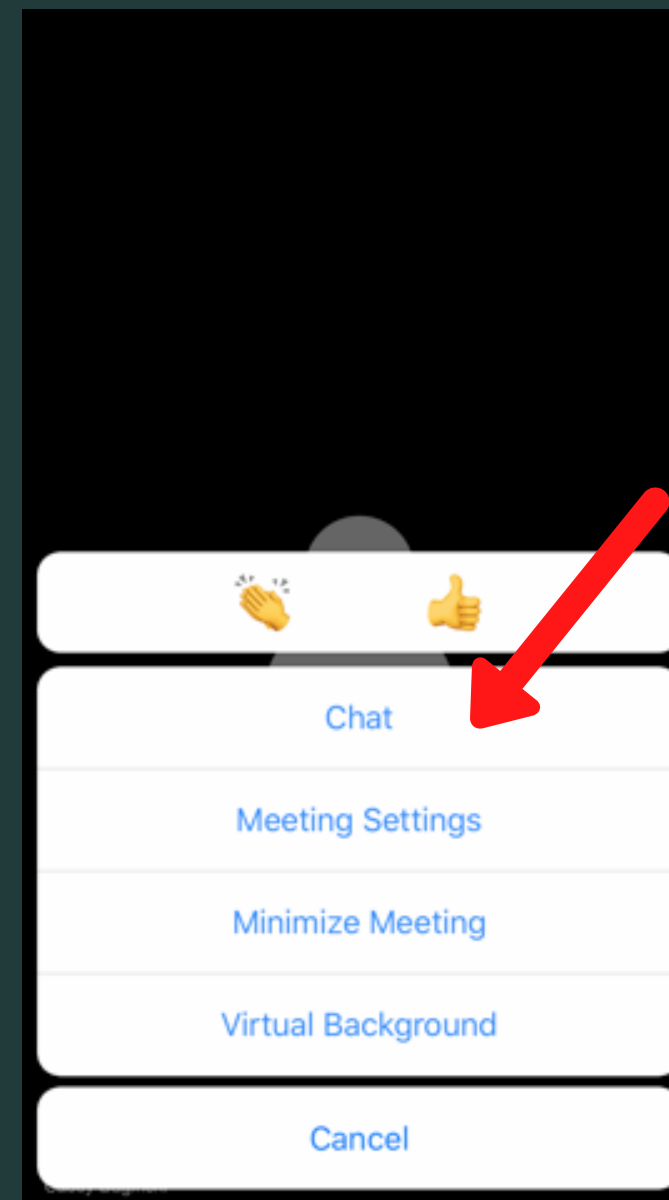
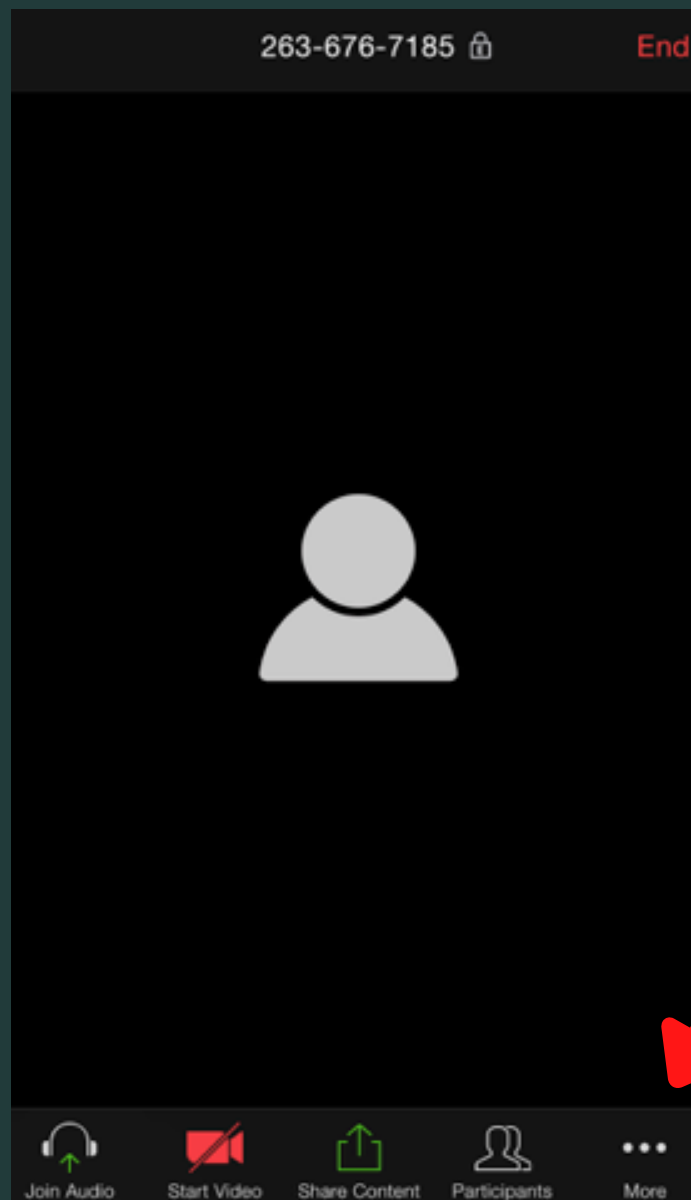
JOIN CHAT BY COMPUTER

in the chat feature via computer, press the “chat” button. If you are using your phone, press the “more” button, followed by “chat” to enter the chat.



JOIN CHAT BY PHONE

Select "more" next to the "... " icon. Then select "Chat."



GUIDELINES FOR ONLINE SKILLS GROUP

- **Your group co-leader will be available for coaching during group.** Your co-leader will also be able to navigate any technical issues that may come up. Please reach out to the co-leader for any coaching or questions that arise.
- **Inform the group leaders where you are located.** This is important so that we can be aware of your location should any crisis occur that requires immediate attention. The group leader may ask for this information at the beginning of group.

See next page for additional guidelines

GUIDELINES FOR ONLINE SKILLS GROUP

- **Keep names of other participants and information obtained during sessions confidential.** Conducting skills group online, even when a HIPAA-compliant platform is used, increases the risk of confidentiality breaches because there are limitations to which group members can fully control the environment.

We ask that each group member adhere to this agreement while participating in group virtually. This includes finding a space in your home or office that prevents information from leaving group or being overheard by others. Please consider using headphones if others are in your home. We encourage you to reach out to your individual therapist to problem solve ways to uphold this guideline.

- **Validate each other, avoid judging each other, and assume the best about each other.** Please minimize distractions (e.g. phone, email notifications) that may make it harder to validate your peers and skills trainers during group. Please also be patient with the group leaders as they address any technical issues that may arise.
- **In cases of emergency, know how to get help.** Since we are not physically present to help you, please be aware of other ways to help if needed. Your group co-leader will be available for coaching during group. If you need additional help, please text “help” to 241-241 or call 911.