



## Virtual Visits

Virtual visits are a way to see your provider from the comfort of your own home. Western has upgraded to Zoom for our virtual visits.

To see your provider virtually, you'll need to connect to their "Personal Meeting Room." This room is listed on their profile on the Western website Staff Directory. Most room links follow the format: Provider: Dr. Joe Hromco is found at <https://westernpsych.zoom.us/my/JHromco>

Not all links follow this format. Please check the Western Directory at <https://www.westernpsych.com/directory/search> to find your provider's link.

Click to connect to your clinician:

Virtual Visit

After using the Personal Meeting Link, you will be prompted to enter the meeting using a compatible browser or to download the appropriate software/application.

It takes just a few minutes to enter your name and sign-in the first time. Once you are in the "waiting room," your provider will connect with you at your appointment time. We look forward to seeing you!

### Frequently Asked Questions:

- **Will the visit be private/secure?**  
When you enter the digital "waiting room" of our Zoom clinic, you are in an encrypted and private link that does not store or forward the call to any other location.
- **I'm not very comfortable with virtual visits; how is it different from face-to-face therapy?**  
Many people feel hesitant to try a virtual visit, but they often find that after the call begins, it feels much the same as in-person sessions. We encourage you to discuss your feelings or any challenges with your provider.
- **Will my insurance pay for virtual visits?**  
Virtual visits are covered by most insurances at the same rates as your mental health benefits. We have options for you to pay your copays over the phone at 503-233-5405 or through our online client portal.
- **What do I need to know before I have a virtual visit?**  
Your provider will ensure they are in a private location and will ask that you do the same. They may also confirm your location and phone number at the beginning of the call in case of an emergency or if the call is disconnected. If you accept a call on your phone during the visit, your visit will be interrupted. It is best to set aside time and space for the visit like you would in an office setting.