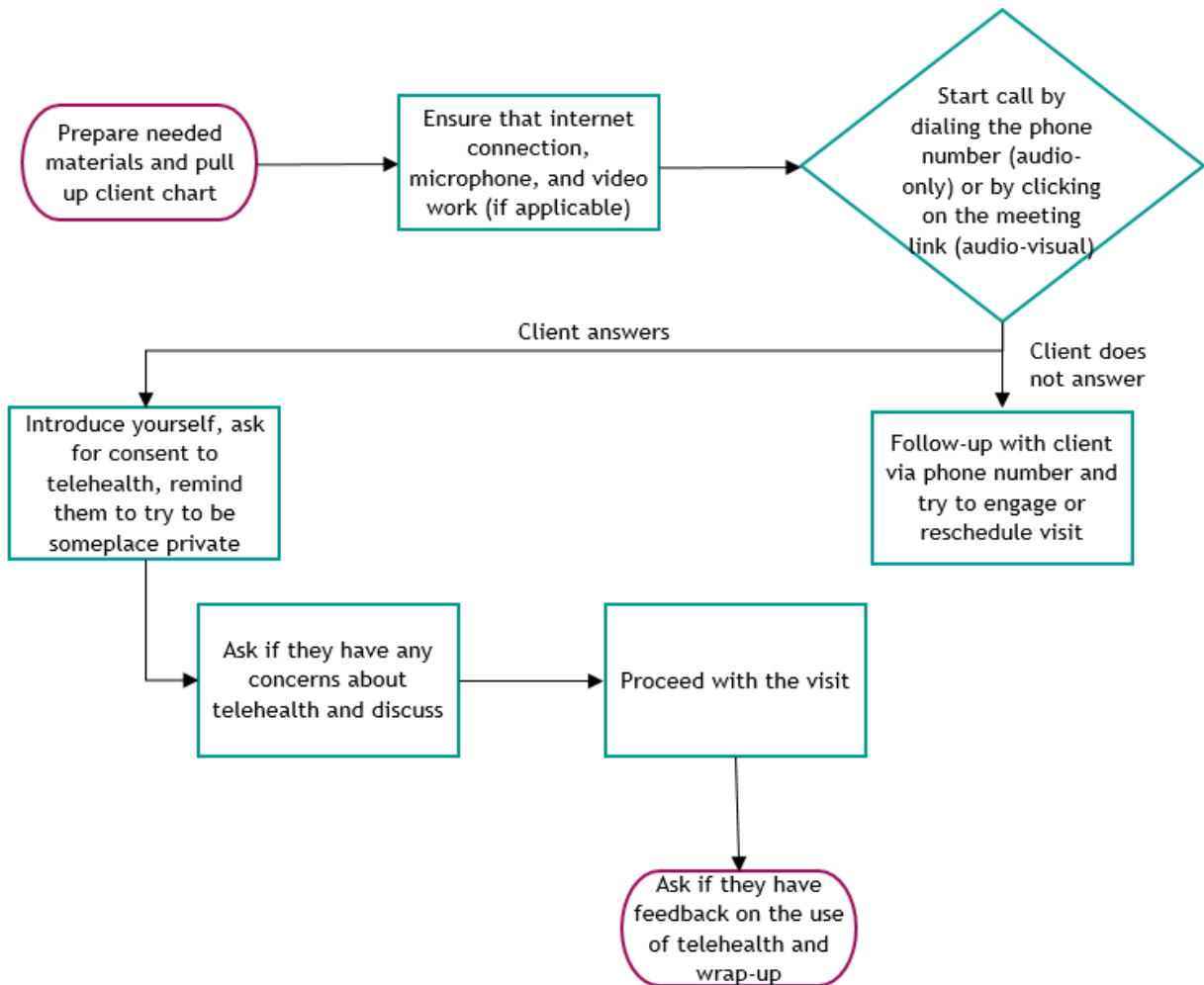


# Facilitating individual and group telehealth session best practice flow maps

Last updated June 1, 2020

## How to Facilitate An Individual Telehealth Call



## How to Facilitate A Group Telehealth Call

Prepare for Group by making sure you have your group materials available to you and group note prepared with each of the group participants names and phone numbers in front of you.



Start Group by either dialing the phone number (for audio-only groups) or by clicking on the meeting link (audio-visual meeting)



Introduce yourself and the name of the group, date and time of the group. Discuss Group Rules including attendance rules.



Communicate to the group members that you understand that this may feel a bit awkward and you appreciate everyone for coming together in this way today.



Communicate to group members that it is important to respect each other's confidentiality and to not put phones on speaker and to be in a private room if they live with others who are not in this same group with them.



Facilitate Attendance Call, stating each individual's last four digits of phone number, requesting the individual to state their first name and last initial, when they hear their number called.



Facilitate Group with check in, topic, and group process



Wrap up Group and encourage participants to reach out to you for additional support as needed.

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