



# **Telepsychiatry and Telecounselling**

## **FAQs**

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### **What are Telepsychiatry and Telecounselling?**

These terms describe ways of accessing mental health services via secure, online,



### **Can I get medication?**

If you are prescribed medication, obtaining it can be a challenge in some areas. The UN Department of Healthcare Management and Occupational Safety and Health (DHMOSH) can try to facilitate shipments to staff on a case-by-case basis.

### **I already have a therapist, but am finding it difficult to find a psychiatrist in my area to provide medication and sick leave documentation. Is telepsychiatry accepted for my sick leave recommendation?**

Yes. Sick leave certification requires detailed reports from a medical doctor, which for mental health conditions means consulting a psychiatrist. What is most important in these cases is making sure your therapist and psychiatrist are connected.

### **Who uses these services?**

Anyone who has limited options for support due to location or otherwise prefers to consult doctors or therapists online can benefit from telehealth.

### **How do I access these services and are they covered by my UN health insurance plan?**

If you have **Cigna Worldwide**, you can access a mental health professional online via the smartphone app **Global Care On Demand** . For more info, visit Advance Medical (<https://www.advance-medical.net/services/global-telemedicine>).

If you have **Empire Blue Cross and Blue Shield**, you can access a mental health professional online via the smartphone app **LiveHealth Online** . For more info, visit LiveHealth Online ([www.livehealthonline.com](http://www.livehealthonline.com)).

If you have **Aetna**, you can access a mental health professional online via the smartphone app **Teledoc** . For more info, visit Teledoc ([www.teledoc.com](http://www.teledoc.com)).

If you have an **MIP**, you may not be covered for telehealth services at this time. DHMOSH and the UN Health and Life Insurance Section are currently working to improve coverage to allow for this.