*"It seems so impersonal."*

It may take some getting used to and to many it's not quite the same as in person sessions. Our clinicians are very skilled in relationship building and connecting with their clients. For clients who have already established a good rapport with their clinician, you may be surprised how you can warm up to the idea of video sessions. And remember, it's only temporary and still provides you with support.

*​"I'm not good with technology."* *"Do I have to download something extra?"*

With the platform we use, your therapist sends you an email with a link that brings you directly to the video call, without having to download anything.

**You can contact us and we can walk you through it, and even do a practice video call.**

​*"I don't have private space at home."*

Ask your spouse/partner, family member, friend to take your kids for a walk, engage them in a game or activity for 45 minutes. Go for a drive and park your car in a safe place, and use your phone to complete the video call.

*​"People could hear what I'm saying."*

Wear headphones, or ask you therapist if they can. Use something for "white noise" (a fan, low music, or other form of background music).

​*"Will my information be kept private?"*

Teletherapy requires the use of a secure, compliant system so that your session remains confidential. Your therapist is required to maintain confidentiality, just as with a face to face session. Your confidentiality remains a priority to us and to your therapist.

These are all very common concerns. At Wellness Within, the connection we foster with our clients and among our practitioners is at the heart of our business and the purpose that drives our practice *(Because* *You Matter.)*