



our mission

healing. helping.

The mission of WLCFS-Christian Family Solutions is “**healing and helping people in need through the ministry of Jesus Christ.**” This idea is the foundation for all we do and resonates throughout all of our programs and services.

TELEHEALTH (VIDEO COUNSELING)

Christian Family Counseling is committed to providing counseling services to individuals and families in the manner that best serves their needs. Our online video counseling provides access to services by removing obstacles to care such as:

- lack of transportation to a clinic
- limited access to Christian counseling in your area
- medical conditions
- inability to find a bilingual counselor

This service is also available for those who simply prefer the convenience of meeting with a counselor through a secure video connection.

Our ministry supports and cares for those who are most vulnerable in our society. We help meet their needs in a caring and compassionate way, while also sharing with them the love and support they will find in our Savior.

WLCFS-Christian Family Solutions has a strong history of serving individuals and families through our Christian Family Counseling clinics, Member Assistance Program (MAP), and assisted living and in-home care services, giving our ministry the strength and experience to provide services and solutions from generation to generation.

For more information about our services or to learn more about our staff, view video biographies, or look at helpful resources, please visit our website.

Telehealth (Video Counseling)

professional Christian counseling services for you and your family



HOW DO I START?

Call us at **800.438.1772** or go to **www.ChristianFamilySolutions.org** and request an appointment.

WLCFS-Christian Family Solutions
W175 N11120 Stonewood Drive
Germantown, WI 53022

www.ChristianFamilySolutions.org
800.438.1772 **cfc@wlcfs.org**



where can I learn more?

www.ChristianFamilySolutions.org
cfc@wlcfs.org

800.438.1772

equipment needed

- A computer (Mac or Windows), tablet, or mobile device
- An attached or integrated web camera
- A reliable Internet connection
- An attached or integrated microphone (ideal, but a telephone can be used instead)

WHO WILL BE PART OF THE COUNSELING SESSION?

Your session will be between you and your counselor. In the event that support is needed with equipment or other technology issues, your permission will be asked to allow our support staff to enter a session. You can always request that they leave the session at any time.

Your counseling session is confidential and private. As in a face-to-face session, you are welcome to have additional participants with you at your end—we simply ask that you introduce them and make sure they are visible on the screen.

This service is provided in states where we have clinic locations. See our website for a list of locations, or contact us by phone for more information.

HOW DOES IT WORK?

Christian Family Counseling provides web-based video counseling using a computer or portable device (tablet, smartphone) with web cam, microphone, and speakers. The video conferencing software used is secure and HIPAA compliant.

Counseling can be done with individuals, couples, and families in their homes or in another agreed-upon location—depending on what is most appropriate.

Many insurances are beginning to pay for services provided through telehealth. Private pay arrangements are also available. Please see our website for more information.

WHAT ABOUT PRIVACY?

As with a face-to-face counseling session:

- No one may record the consultation without written consent by all involved.
- We will keep a written record of the counseling session, and this will go in your clinical notes.
- You may request a copy of your records as outlined in our Privacy Notice.
- As with any counseling session, there are limits to confidentiality, which are listed in the Informed Consent.

