



REFERRAL GUIDELINES

Synchronous Health provides services via telehealth only. Because of this, we have technology and clinical referral guidelines to ensure that we can provide safe and effective care. We make every effort to accommodate all participants who can engage with us safely and effectively.

Equipment

Participants need to have access to a device that has audio and video capabilities, and that can connect to MyTufts and Zoom.



Setting

Participants need to have a quiet, private place for sessions. Sessions can not be provided to someone who is driving.



Ability

Participants need to be able to use MyTufts and Zoom, or have someone who can assist them in getting connected.



Willingness

The ability to visually see our participants is an important assessment tool. As such, we require participants to be visible on camera during sessions.



Services

Synchronous Health provides weekly therapy with a licensed mental health clinician. We do not provide:

- Neuropsychology testing
- Psychiatry/med management
- Case management services

Requests for services we do not provide are referred to Tufts care management team



Minors

We accept participants ages 8+. Parent involvement is expected and required. Someone 18+ must be in the home when sessions take place.



Safety

The following are examples of situations that require a higher level of care and would **not** be an appropriate referral:

- Active SI/HI
- Recent suicide attempt
- Active withdrawal
- Active mania or psychosis
- Ongoing domestic violence
- Current restrictive eating disorders

If, upon assessment, a patient is found to need a higher level of care, they will be referred back to the referring provider/PCP.

