

Fast Care When You Need It

RAPID ACCESS THERAPY APPOINTMENTS



Are you or your child in need of mental health therapy?

Our therapy experts are here to support your mental health needs. Through telehealth, you can talk to a therapist via online video from the comfort of your own home. If you prefer an in-person appointment, you can call our office to schedule during rapid access hours to receive care within 24-72 hours. We work with **children, youth, individuals, couples, and families** in all settings.

We understand, and we're here for you.

Our team of licensed therapists is specially trained in trauma and stress, and we're committed to helping families heal, grow, and move forward. No issue is too big or small. Sometimes, all you need is guidance and support. We can assist you along your path.

Are you experiencing one of the common issues below?

- Depression
- Anxiety
- Trauma
- Parenting issues
- School issues
- Loss and grief
- COVID fatigue
- Family Conflict
- Relational issues
- Partner/marital conflict
- And more...



COMMON QUESTIONS ABOUT TELEHEALTH THERAPY

How do I get a rapid access appointment?

If you would like to speak to someone within 24-hours, request an appointment by phone or our website. We will send you a link to our client portal for you to fill out a new client form. Once we receive the forms, we will contact you to setup a virtual or in-office appointment that fits your schedule. Telehealth appointments guaranteed within 24 hours; in-person appointments are typically scheduled within 1-3 days.

What is telehealth?

It is a means of delivering mental health therapy sessions through the use of video technology, offering real-time communication between Nexus and our clients from the comfort of their own home.

What do I need to participate?

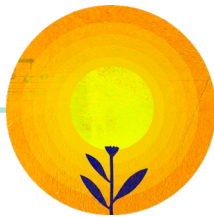
You will need a reliable internet connection, a webcam and speakers/headphones (these come with most laptops). You will need an internet connection or access to a smart phone with a cellular connection. Once an appointment is made, a link will be emailed to you to participate.

Is it private?

Yes, our platform is HIPAA compliant, in order to protect your privacy and confidentiality. Our technology is at no cost to our patients. We recommend using a privately owned laptop or desktop computer and a wired internet connection. You will be responsible for making sure that you are in a private, quiet and soundproof space for your session.

Will my insurance pay for telehealth sessions?

All private health plans issued in Minnesota are required to cover telehealth services at the same level as in person services and previous patient location restrictions have been removed. If uncertain, clients are encouraged to contact their insurance company to ask about coverage.



CALL TO SCHEDULE AN APPOINTMENT:

Nexus-FACTS Family Healing

Call: 651-379-9800

Appointments available every day of the week.

Please call us for any questions or concerns about fees. We are here to help.

Visit NexusFACTS.org for more information.

Nexus Family Healing is a national nonprofit mental health organization with over 45 years of restoring hope for thousands of children and families who come to us for outpatient/community mental health services, foster care and adoption, and residential treatment.