This guide, co-created with young people across Sussex, is to help young people prepare for phone or online mental health appointments!

Ready, Set, Connect!

It's OK to feel **worried** or **nervous** before an **online** or **telephone** mental health **appointment**. **YMCA Right Here** has created this guide with **practical tips** and **suggestions** to help you (or a young person you know) feel **more prepared** before, during, and after the appointment:

In the weeks before:

- Write down your thoughts, feelings, or questions about your appointment
- Choose your appointment space (e.g. a private room or quiet outdoor area)
- Talk to someone you trust about your experience of the appointment, if you feel comfortable doing so
- Plan some time for yourself before and after the appointment
- Check the details you were given about accessing the appointment (e.g. making sure your phone/device will be suitable)

Privacy & Confidentiality

Your professional will make sure that your appointment is kept confidential (even if they are in their own home).

They may have to tell someone if they think you or someone else might not be safe. Usually the professional will try to let you know first.

In the hours before:

TECH CHECK!

- Test your mic and speaker
- Check your device is charged
- Turn off any distracting notifications
- Watch 'Getting ready for your online session'

BREATHE...

- Have a pen and paper ready if you like to take notes
- Wash your face, brush teeth and hair – this helps you feel 'ready'!
- Let school/college/work know if you need time off for your appointment

During your appointment:

Know that it is normal for the odd glitch to happen, or a long pause, or people talking over each other.

If there is anything that you don't understand, you can ask questions such as, "Can you explain that to me…?"

After your appointment:

Speak to your trusted person to let them know how it went.

You might like to have some time away from the screen and go for a walk.