

SMART LOVE[®]

FAMILY SERVICES

Plan for Telehealth Sessions During COVID-19 Crisis

March 15, 2020

Dear Clients and Families,

We understand that this is a stressful, uneasy time for all of us due to the outbreak of the coronavirus and the losses of needing to cancel vacations, trips, school, and every day fun activities. We are here to help and support you through this challenging, uncertain time.

We want to assure you that we are doing our very best to follow guidelines provided by the Centers for Disease Control and Prevention (CDC) and our local health departments. To increase our preventative measures for the health and safety of clients and staff, we are taking many steps including providing the option for you as clients to have your sessions remotely through Telehealth. We have been working to ensure we have the proper HIPAA compliant Telehealth Portal in order to protect your privacy and confidentiality.

Your therapist will be in touch with you this week to inform you about his or her **plan to conduct Telehealth sessions for a temporary period until this health crisis is resolved**. Please keep in mind if you are sick, feel you are coming down with an illness, or have been exposed to someone who is sick, our policy is that sessions must be conducted remotely via Telehealth.

We will be temporarily using **VSee, a HIPAA compliant Telehealth Portal**. Your therapist will send you instructions on how to accept his or her invitation to VSee. You can download VSee on your Smart Phone as an App and/or download the software on your computer. We will move to a permanent program once we see how VSee works—we want to ensure it is working effectively for therapists and clients.

Your therapist will also send you a consent form to do Telehealth psychotherapy that you will need to sign. In order to keep your sessions confidential, it is important to conduct them in a private space for yourself and our therapists are committed to doing the same.

Providing Telehealth sessions is new for most so we welcome any concerns or questions you have. We are happy that we can provide this option during such a difficult crisis but we also recognize that it is not the same as providing in person psychotherapy sessions!

Please contact me at carla.beatrizi@smartlovetfamily.org or at 773-665-8052, ext. 200 if you have any questions or concerns.

Sincerely, Dr. Beatrici, Director of Clinical Services

