

Telehealth Counseling

Counseling and Trauma Services LLC is very concerned about protecting both our clients and our staff during the coronavirus pandemic. Because of this we are encouraging current and new clients to utilize telehealth counseling services instead of seeing their therapists face to face.

In order to participate in telehealth with your counselor you as the client are responsible for the following:

- A computer or smart phone that is capable of video conferencing
- A private, secure Wi-Fi and internet connection. Using a public wifi like at a restaurant is not secure and may allow others to listen in on your private therapy appointment.
- A private space to have your therapy session. No one in the house or around you should be able to see or hear what is being said by either you or the therapist.
- You should contact your insurance company to ensure that you have telehealth coverage and find out if the copay or deductible is the same or different. Also ensure that your individual counselor is in their telehealth network, otherwise you will receive a bill for your telehealth counseling session.
- You will need to read and complete both the regular Consent to Treatment and the Telehealth Consent to Treatment and discuss any questions or concerns with your therapist.
- You will be required to keep any scheduled virtual appointments the same as face to face therapy sessions. This includes 24 hour cancellation notice or be responsible for a late or no show fee of \$50.

Your therapist will assist you in logging in to the HIPAA compliant website (Facetime and Skype are not secure chat platforms so we utilize secure websites for telehealth counseling.) He or she will also give you some educational information that will help you become more familiar with telehealth counseling.

We are all hopeful that the coronavirus pandemic is short lived. Until things get back to normal we all must do our part to continue on. Counseling and Trauma Services LLC is trying to continue our goal of assisting others to heal.

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