

March 16, 2020

Because of the corona virus, I am electing to work from home for several weeks. This is to protect both you and me. I can use telephone or a video program called Doxy Me. You would need to use a webcam or smartphone during the session. The phone I use would be a landline so it would be secure. The video program is HIPAA compliant which means that your privacy would be protected. Confidentiality still applies for telepsychology services and no one will record the session without the permission of the other. I will use a dedicated room in my home with no one else in the room so that the sessions will be confidential. Please note that cell phones and email may not be secure. However, Doxy Me does encrypt all data so these are secure during the session. If you elect a telephone session and you use your cell phone, your data from your end may not be secure. From my end, it is. If you use a landline, your information is secure from your end. Any notes taken during the sessions will be stored in a locked cabinet until such time as I return to the office.

It is important that both of us be on time. If you need to cancel or change your appointment, the usual 24 hour notice that Horizons requires applies. Of course, if you are ill, there will be no charge. Please leave any messages on my office voice mail (440-845-9011 #103) just like usual. I will check the voice mail several times per day just as I do now.

In the event that the Doxy Me program shuts down or fails, I will telephone you immediately and we can complete the session. Note that your telephone will say "private call" or "restricted" when I telephone you.

In the event of an emergency, I will need at least one emergency contact and the closest ER to your location in the event of a crisis. Parents or legal guardians will need to give permission for a minor to engage in a telepsychology session. I will need contact information for the parent.

You should confirm with your insurance company that telepsychology sessions will be reimbursed. If they are not, you are responsible for payment. You will be responsible for your copay and or deductible. I will inform the Horizons office of the sessions. In the event that the office closes, Horizons will make provisions for insurance billing. I can collect copays at the end of our sessions via credit card as the Doxy Me program encrypts all data.

If you do not wish to use this method of therapy, please tell me. You are under no obligation to use it.

Sincerely,

Karen Raven

Please initial what you prefer.

I agree to telephone sessions with Karen Raven _____

I agree to Doxy Me sessions with Karen Raven _____

I do not agree to use either of the above technologies _____

If you agree to be contacted and have your sessions via telephone or Doxy Me, please provide the following?

Phone number to contact _____

Email to contact _____

Emergency contact _____

Signature of Client or Client's legal representative _____