

March 27, 2020

<Client Name>,

As you know, we have decided to engage in telehealth for a limited time in response to the state of emergency around the COVID-19 virus. Because you have expressed an interest in using telehealth for your upcoming therapy appointment(s), we have some very important information to share with you. First, be sure to check with your insurance company to see whether they will cover telehealth for therapy services.

Attached to this e-mail, you will find three documents.

Telehealth Consent Form- Read and sign after discussing any questions with your therapist.

Confidential Contact Form- Please fill out this form completely and **be sure to let us know your e-mail address, as we will send the link to access your appointment to your e-mail. Please provide your email address on the confidential communication request form, even if you have already given it to us.**

Please print, sign and send both forms back to us at staff@livingwellcfc.com in advance of your scheduled appointment.

Check In Flyer- explains how to check in for your visit.

There is a set-up video for Doxy.me here: [Checking In on Doxy.me](#)

Your provider's "waiting room" is here:

Joshua Lipps MS, LMFT <https://doxy.me/joshualipps>

Kami Jo Lipps MS, LMFT <https://doxy.me/kamijolipps>

Please go to the waiting room link above prior to your scheduled therapy session time, to test out and make sure you can access the link. Please use headphones with a microphone to help with improved audio quality and privacy for the session, if available.

Remember that sessions need to be done in a private location, where you will not risk your session being overheard by other parties. Please prepare for the session time as you would if you were coming into the office (minimize distractions). Recording this session is not permissible without written consent by everyone involved in the session. Written notes may be taken by anyone involved.

Please do not hesitate to call the clinic with any questions at (608) 783-1452.

Sincerely,

Allison Harbach

Administrative Assistant

Living Well Christian Family Clinic