

INSTRUCTIONS FOR VIRTUAL TELE-HEALTH COUNSELLING USING DOXY.ME

I am looking forward to our upcoming session. My professional association has given us guidelines on how to work 'remotely' due to the current COVID19 risks and recommendations. Though you may have signed a regular consent/confidentiality agreement, doing sessions through 'TeleHealth Counselling' has different risks that you need to be informed of. To this end, I am attaching a telehealth counselling consent form which if you can print, and if agree to, sign, and send back to me (scan or take a picture). Please see the attachment below.

I have chosen a secure, encrypted and HIPAA approved virtual platform to have the highest standard for confidentiality. We can do this from either your phone or your computer. Follow the instructions below. **The link will be the same every time – no access codes are generated.** There is no need to download any software, but you will receive an email that looks like this:

"Hello, this is Ms. Deborah Lain - please join me for a secure video call: <https://doxy.me/soulspring> " **This is the link that you will use for your first and all other counselling sessions.** You can click on the link here or, copy/paste into your internet browser. You are advised to test this out prior to your scheduled time otherwise, you will find you cut into your appointment if you are unable to get the link working. Use a computer or device with a good internet connection and webcam. If you run into issues connecting, restart your computer or check out the [Doxy.me help](https://doxy.me/help) [http://help.doxy.me](https://doxy.me/help). Simple, free, and secure telemedicine powered by <https://doxy.me>.

In keeping with my regular office policy, **payment is still due after each session** and I would ask for an e-transfer sent directly to: soulspring@telus.net Effective January 1st, 2021, the fee will remain at \$200/hour, however, there will be an extra \$50 charge for an additional 30 minutes. I do not offer direct insurance or 3rd party billing. I have my receipts at home, so will complete and send a photo for you to send to your insurance if your policy will reimburse you. My professional registration # is at the bottom left corner of the receipt. If you are not doing online banking, you may forward a cheque to:

SoulSpring Counselling Inc.
2115 Sirocco Drive SW
Calgary, AB, T3H5P1

If you are a **new client**, please go to my website, www.soulspringcounselling.com and at the bottom of any page are new client forms that I would ask you to complete and forward to me via email along with the signed consent form for virtual counselling. If you are a client requesting tinnitus management, you will receive specific questionnaires that I will forward in an email. My website: www.hopefortinnitus.com is under 'major construction' to bring exciting new resources to you. I will post on my SoulSpring website under the 'Tinnitus Management' tab, when the launch of my updated tinnitus site will be.

*** The office cancellation and rescheduling policy require 48-hours advanced notice.** My practice is part-time, and advanced notice allows someone on my waiting list to take the session that was reserved for you. **Not providing advanced notice will result in a charge for the full session fee. Also note: All consulting sessions outside of Alberta are provided in MST.**

Let me know if you have any questions. If at the time of our scheduled appointment, you are having 'technical' difficulties, please forward an email indicating this and the specific challenge. Also provide your cell phone as a back-up option should the video access not work.

Thanks, and I look forward to "seeing you" soon!

Kindest Regards,

Deborah