



Hello WS Peeps!

WS would like to provide our sincere and heartfelt concern for everyone affected by COVID-19.

We have been monitoring this situation closely and are changing how WS provides care while this continues to develop.

WS wants to provide comfort for our client community throughout this stressful situation. Please feel welcome to let us know if there is anything we can do to be a positive presence for you.

We are all in this together!

We will all get through this and beat this as we collaboratively do our part to follow recommendations to reduce the spread of the virus.

It will take community collaboration to reduce and prevent community spread.

We can do this!

WS is committed to ensuring that clients continue to receive care without an interruption in services while also providing a safe, healthy and supportive healing environment. We are also committed to doing our part and following all recommendations to reduce the spread of the pandemic.

We have always been attentive to and supportive of our client's self-care especially regarding our *SUPER flexible attendance policy* because we believe that if one is sick then he or she should stay home, rest, and attend to their physical health. We are dedicated to taking all measures necessary to promote safety and good common sense decision making.

WS will continue to provide our appointment attendance flexibility to ensure clients feel confident in scheduling appointments in the future without concerns of fees for missed sessions.

WS has always provided clients with innovative solutions to address a client's needs including secure texting for scheduling and clinical communications, as well as, offering telehealth sessions. WS has offered telehealth care for six years in order to meet the unique needs of our clients in an easy, accessible, and secure manner. We believe in preparedness and proactive initiatives to ensure care is consistent, secure, and accessible.

- **BEGINNING TODAY FRIDAY 3/13/2020 EVERY CLIENT APPOINTMENT WILL BE TELEHEALTH ONLY.**
- We anticipate engaging in telehealth sessions for a **MINIMUM OF 2 WEEKS**. We will reevaluate and provide updates as this fluid situation continues to present itself. We will provide proactive communication of information via email and text regarding the status of this decision.
- **ALL licensed WS clinicians are credentialed as in-network providers with insurance companies to perform telehealth services.**
- There is **NO CHANGE IN COST** to a client for telehealth sessions.
- Most clients report that they prefer telehealth sessions once they try this modality because it is much easier to attend appointments. (No commute times and no traffic.)

WS Telehealth Session Instructions:

STEP 1: Approximately 5-10 minutes before your scheduled appointment time your clinician will send you an email.

STEP 2: Open the email sent from your clinician. (Clinician's emails include our first and last name such as danielle.ellis@wellnesssolutionsllc.com or laura.stark@wellnesssolutionsllc.com)

STEP 3: The first line of the message will state the following: **“To join the video meeting, click this link:”** (A link will follow)

STEP 4: A pop up / new tab will deploy. Click on the **“Join Now”** button. You're in the session.

It is just that easy!

Telehealth Sessions FAQ:

- WS uses G Suite for Healthcare which is secure, encrypted, and HIPAA compliant. Telehealth sessions utilize the Google Meet G Suite Application.
- Google Meet does NOT require downloading any apps or software.
- Google Meet does NOT require a Google username or user profile.
- Google Meet does NOT require a GMail account.
- Your clinician will send the meeting invitation to the email address on your client account. If you need to change your email please send that request in response to this message.
- There is NO downloading of apps or software.
- ALL WS systems “*play nice*” with ALL information hardware, software, and operating systems. PC, Mac, iPhone, iPad, Android, Chromebook, iOS, Microsoft, etc.
- ALL WS systems can be used on desktops, laptops, tablets, and phones.
- We recommend finding a place that is private for your telehealth sessions. Many clients opt to have their telehealth sessions in their cars, patios, etc to ensure that roommates or housemates do not overhear their session.
- We also recommend considering earbuds or earphones to add privacy to your sessions.
- If something unexpected occurs and you lose privacy - don't fret we will just reschedule. *Learning how to adapt to our environment especially when things do not go as planned is an integral part of coping skill development.*
- Most insurance providers cover telehealth sessions already. However, given the special nature of this situation providers have been informed that telehealth sessions will be covered as this is in compliance with CDC regulations for social distancing and other state of emergency declarations.
- For additional information please see this instructional YouTube video: [How To Use Google Meet](#)

Telehealth Information- We Always Have A Plan B & Plan C:

- In the event of a technological concern we have a secondary telehealth modality through RingCentral Meetings which is also private, secured, encrypted, and HIPAA compliant.
- In the event we need to deploy the RingCentral Meetings modality we will email the instructions at that time.
- In the event the technological universe will just not play nice we are also able to provide telephonic sessions.

COVID-19 Instructions & Resources:

Please see below for **EVIDENCED BASED RECOMMENDATIONS** from **REPUTABLE & TRUSTWORTHY RESOURCES** for **COVID-19**.

- [The US Center for Disease Control](#)
- [The US Center for Disease Control Environmental Cleaning and Disinfection Recommendations](#)
- [The Johns Hopkins University COVID-19 Resource Center](#)
- [The Harris County Texas Public Health Website](#)
- [The Montgomery County Texas Public Health Website](#)
- [The MedCram YouTube Channel](#)
- [The National Institute of Health \(NIH\)](#)
- [The World Health Organization \(WHO\)](#)

Once again, you are welcome to reach out if you have any questions, concerns, or just need some additional support throughout this situation. We appreciate your trust in our services and want to provide you with comfort and care.

SOCIAL DISTANCING ≠ SOCIAL ISOLATION.

We are in this together.

YOU ARE NOT ALONE.

Namaste,
Dani