



IMPORTANT UPDATE REGARDING NEW DAY COUNSELING AND CORONAVIRUS/COVID-19

This is a difficult time where extreme measures need to be taken to protect the health of our staff and our clients, while limiting the disruption of your counseling as much as possible. In response to Governor DeWine's Stay-at-Home Order, the recommendation to limit social contact, and to plan for the potential for future school and work closings due to the Coronavirus/COVID-19, we are currently transitioning counseling services to the telehealth model of audio-video counseling using doxy.me, a secure, HIPAA-compliant, web-based telehealth service.

When will this be available?

We are hoping to have all telehealth sessions available effective March 30, 2020. In order to make this transition as smooth as possible, we need you to please return the enclosed consent form, the client contact update form, and the emergency contact form. In order to participate in telebehavioral health, every client must sign and return a consent form.

How much will it cost?

Prior to beginning telehealth services, our Office Manager will check to see if your insurance plan covers this service in the same way in-person services are covered. Many insurers cover this, but some may not. We recommend that you call your insurance's member services to see if behavioral telemedicine is a benefit on your policy as well. If your insurance covers this type of service, your copays and deductible amounts will be the same as they are now (unless otherwise stated in your insurance plan). If your insurance does not cover this, we can offer self-pay services for the time being, at \$110 per session.

How do I schedule?

You will schedule appointments the way you always have, by contacting Karen, the Office Manager, at the front desk at 330.305.9696 or via email – Karen.anderson@commquest.org. Any current appointments you have scheduled will be telebehavioral sessions. The same no-show policies will apply to telehealth sessions, since your counselor will be setting aside this specific time slot for you.

How will this work?

After submitting your consent form, and your insurance coverage is verified, you will receive appointment reminders via email and/or the Remind App. This reminder will have the date and time of your appointment, along with the personalized and unique web site address to your counselor's virtual waiting room. At your appointment time, simply open that link and type in your name to check in. Then, allow your browser to use your webcam and microphone. Your counselor will know when you have arrived, and will start the session at the scheduled time. You will be able to see and hear your counselor, and they will be able to see and hear you.

Clients who do not have access to the technology needed for telehealth may still be seen in person on an as-needed basis, however, they will be thoroughly screened prior to entering the practice, to ensure the safety of our staff. Also, this may be subject to change based on the local, state or national policies.

Is this confidential?

Yes. Doxy.me is specifically designed to meet the legal privacy requirements of medical services, and while it is true that with web-based programs, security can never be 100% guaranteed, doxy.me is secure and HIPAA-compliant. It will be important that you are in your own home, and in a quiet, private place. Your counselor will also be in a quiet, private place, just as an in-person session. Finally, you must also be in the state of Ohio.

Can I just do a phone session?

Some phone sessions are covered by insurance during this interim period, but that will depend on your insurance company. We do suggest you contact your insurance's member services to verify your benefits. Also, the video element of your sessions allows for important non-verbal communication which is highly important in a counseling session.

Is this optional?

You do not have to participate in telehealth sessions, however based on the federal, state, and local government orders and recommendations, you may not be able to be seen in person at this time. In that case, please contact our office, as you and your counselor will need to discuss a plan for your care. If you are in crisis and in need of immediate help, please contact the crisis hotline at 330.452.6000, text HOME to 741741, or go to your nearest emergency room.

Your mental health is important to us, and we appreciate your understanding and patience in this matter, as we work through this challenging time. As restrictions continue to come, we will be adjusting our response. This is an evolving situation, and we will change our policies as needed and required.

Please contact our office if you have any questions or concerns, we're here to help.

Karen Anderson, Office Manager

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