



## Harmony Counseling, LLC

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# Telehealth Information

Dear clients,

I hope you and your loved ones are doing well during this time. Here is some important information regarding your options for new and continued services with Harmony Counseling, LLC during the COVID-19 pandemic. Beginning 5/17/2021, clients will have the option of in-person sessions or remote sessions via Telehealth in order to continue supporting the health and wellbeing of you, your family, myself, and our community. If you are receiving services via Telehealth, there are a variety of factors to consider and I ask that you review the following details:

1. My priority is your safety during this time. I am following appropriate local, state, and federal guidelines to inform my decisions.
2. It is also my priority to continue to help you and your family during this stressful and disruptive time, in the safest way possible.
3. I can provide services by phone or using a virtual meeting platform, such as Zoom. Your privacy and security are important to me.
4. Please know that you always have a choice about how you prefer to stay in touch with me during this time. I will discuss and confirm in advance how you want to connect for each session.
5. For face-to-face sessions in my physical office, I will be taking extra precautions to sanitize surfaces and toys daily, as well as sanitize in between sessions. Sessions will not be scheduled back-to-back in order to ensure only one client/family is present in my office/waiting room at any given time. In addition, hard-to-clean toys will be set aside for the time being. Please see **Harmony Counseling's COVID-19 Safety Practices** document for more information.

### Telehealth considerations for video conferencing:

- Benefits
  - Allows for visual engagement and the ability to see non-verbal cues, which often contributes to easier conversation.
  - Provides face-to-face interaction during a time when social connections are strained.
  - Individuals can share screens to review worksheets or videos together.
  - Better reflects usual interactions and may feel more familiar than phone calls without video.
- Disadvantages
  - Concerns about privacy and security. I am aware of security settings that can be implemented to protect confidential information. I do not record Zoom sessions or upload videos. However, I cannot control how information about users' accounts (GPS, location, username, etc.) are managed by virtual meeting platforms. I can only provide instructions to you about how to limit information sharing through security settings associated with your account.

- There have been reports of hackers disrupting video sessions with disturbing images. Again, I am using all security settings available to prevent these occurrences.
- Other household members may accidentally interrupt sessions by walking in on meetings or shouting from the background. This can disrupt the meeting flow and place additional concerns around confidentiality. I will make every effort to ensure confidential sessions from my end, but you may have disruptions in your home environments.

If you have questions about Telehealth, your services, or resources available to you during this public health crisis, please reach out to me for additional assistance. Thank you and I look forward to our new and continued work together!

Sincerely,

A handwritten signature in black ink, appearing to read 'L R Hobson'.

Trisha R. Hobson, MA, LPC  
President, Harmony Counseling, LLC