

# ***Powhatan Family Counseling and Education Center***

## **COVID-19 Policy**

My therapy practice is currently a hybrid of both in office appointments and telehealth (video conferencing). I ask that if you are choosing to take advantage of in office appointments that you monitor your own health.

Please do not come to the office if you:

- Have any symptoms of illness
- Have been exposed to anyone with COVID-19
- Have been travelling outside the US

If you are not able to come to the office for a scheduled appointment due to exposure or travel but you are not feeling ill, please consider changing to a virtual appointment rather than rescheduling. This will allow us to maintain the momentum and progress of therapy without interruption.

### **IN-PERSON SESSIONS**

For in-person sessions, I will utilize the following protocol:

- Please limit the number of people traveling to the office to those being seen.
- Please limit the number of persons in the waiting room to one person/family at a time.
- All patients are asked to use the hand sanitizer in the waiting area prior to entering the counseling room.
- **Face masks are recommended.**
- Please allow for sufficient distance between yourself and others.

### **TELEHEALTH**

I will be utilizing teletherapy via a HIPAA-compliant video conference platform called doxy.me.

Information about the use of doxy.me can be found at <https://doxy.me/patients>

My online office can be found at <https://doxy.me/drcainoliver>

To maximize your engagement in telehealth, I suggest you schedule your telehealth appointments as you would an in-person therapy session, meaning you should protect the time and ensure you are free from distractions. The telehealth system works best when you are able to connect to the internet. If you choose to rely on a data plan, I cannot ensure your session will have ideal signal and there may be connectivity issues, interrupting the session. If either of us experiences technical difficulties preventing telehealth connection at your scheduled session time, you will be invited to shift the session to a conference telephone call or to reschedule. It is recommended you consider who may be in the vicinity to hear or see you as you engage in a telehealth session and that you take steps to ensure your privacy including use of ear phones, shielding your screen from view, etc.

Revised 1/22