

March 23, 2020



Hello,

Due to the Coronavirus Pandemic, Brighter Futures Counseling, PLLC has closed to in-person services at our office. In an effort to keep our staff, clients, and their families' healthy, we will be moving to telehealth services. We have purchased a HIPAA compliant software called Zoom, which will allow us to connect with you and/or your child through a smart phone, tablet, computer or other internet capable device (similar to FaceTime). As long as your insurance plan allows for telehealth services then there will be no charge to you other than your normal therapy co-pay, co-insurance, or amount toward deductible. Most insurance companies are making exceptions so that telehealth can be covered during this time. We are checking everyone's insurance benefits and will provide you with options should your insurance not cover telehealth. If you do have payment associated with your session, we will send you an invoice via square for that payment. Additionally, we have added a payment option on our website.

Our providers will ensure that they are providing these services in a secure and confidential environment—whether that be at their office or in their homes. All information you or your child shares will be protected.

Attached, we have provided the instructions for accessing your Zoom session—you have several options, including downloading the free application or just using your internet browser.

Telehealth regulations also require that we get an informed consent form signed before providing sessions—your provider will work with you to get this at the beginning of your first telehealth session

We ask that you find a safe, private, and quiet place for your child to have his or her telehealth sessions. Preferably, this would be the same place that your child could use each time he or she has a telehealth session. It is also helpful to us if your child has certain items available during the session such as paper, pencil, crayons, and when available, other art supplies. In addition to those, younger children may also have play-doh, small miniature figures or stuffed animals, puppets, and even toys and games. However, if it is not possible for you to provide these items, no worries—we will make it work!

We will be able to do individual therapy sessions with your child as well as parent only sessions and even perhaps family sessions.

Our providers will be re-working their schedules to ensure we have enough time to get on the ZOOM meeting, handle any technical issues, and get off before getting on the next session—so please anticipate changes to your currently scheduled appointments.

We will continue to provide telehealth only sessions until the Center for Disease Control (CDC) and the federal and state governments stop recommending social distancing. We will then return to office-based sessions. You may have the option at that time to continue telehealth should you prefer to do that.

During this time, our providers may be working from home. We have included everyone's contact information for your benefit. Please feel free to contact your provider to schedule appointments or

change appointments or for any therapeutic need. Please note that he or she may not be available in the evenings, early mornings, and weekends but will return calls as soon as he or she is able.

Crisis units and hospitals are remaining open at this time—as always, if your child has an emergency where they are at risk of hurting themselves or others, we recommend you immediately call Communicare ((270) 737-1360), Lincoln, Trail Behavioral Health Systems ((270) 351-9444), The Brook ((502) 896-0495), Rivendale ((270) 843-1199), or another mental health hospital. You may also call 911 or your local emergency room.

We have added a page to our website with additional information about the Coronavirus including the changes our agency is making in response to the CDC and government recommendations and restrictions related to social distancing. You can also find general resources for caregivers about the Coronavirus. <https://brighterfuturescounseling.org/coronavirus-covid-19-resources/>

We appreciate your flexibility and patience as we navigate these changes to mental health services. We are confident that we can meet your families' needs through telehealth and ensure your family continues to receive the mental health services your child needs. This is a new and different system, so it is entirely possible that not everything will work perfectly right away, but we are committed to making the transition as smooth as possible. Please do not hesitate to reach out to one of the owners if you have any questions or concerns. We will continue to monitor our emails and cell phones daily and monitor the office phones as often as possible.

Thank you and we hope that you can enjoy extra time with your family and that you and your family stays healthy.

Sincerely,

C.J, Beth, Sarah, Chris, Krista, Kim, and Linda

Brighter Futures Counseling, PLLC

1002 North Mulberry Street

Elizabethtown, KY 42701

W: 270-982-9292

F: 270-982-9293

connect@brighterfuturescounseling.org

www.brighterfuturescounseling.org