

Metropolitan Counseling Associates

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Dear clients and families,

We are writing this letter to outline our plan for providing teletherapy services if we need to temporarily close our offices in response to the Coronavirus outbreak. We sincerely hope this proves unnecessary. However, we are implementing a proactive HIPAA compliant system to reduce potential disruption to health care and all other MCA services in the event it becomes required.

We will provide scheduled individual, family and group teletherapy through Zoom. On Zoom, sessions are called meetings. Meetings on Zoom can be joined through any remote browser with internet access by going to www.zoom.us. In order to join a meeting on Zoom, you need to have a Zoom account. It is much easier to join a scheduled meeting if your account has been established in advance. You can sign up for an account directly on the homepage of the Zoom website by following a few outlined steps.

We intend to proceed with all previously scheduled meetings on Zoom at the time they would otherwise occur in our offices. Scheduled meetings will be set up by your therapist hosting the session. Prior to the meeting, you will receive an email, or text if necessary, from your therapist asking you to join. This message will outline the specific steps you need to follow to join the meeting at the time it is scheduled.

Some therapists prefer to use Facetime for individual sessions and family sessions. Facetime is also HIPAA compliant for teletherapy. Decisions about which platform to use will be left to the discretion of therapists and their clients on an individual basis. Please note that **ALL Ascend and Outpatient groups will take place through Zoom.**

We all want the current health situation to resolve in a timely and safe manner. At MCA, we will continue to do our best to provide uninterrupted services and to make every possible effort to maintain a healthy space for ongoing work together. Please help us achieve this by using provided hand sanitizers and initiating teletherapy if you have any symptoms of illness that do not require canceling your appointment.

Warmly,

The staff and therapists at Metropolitan Counseling Associates