



INSTRUCTIONS FOR VIRTUAL TELE-HEALTH COUNSELLING USING DOXY.ME

I am looking forward to our upcoming session. My professional association has given us guidelines on how to work 'remotely'. Though you may have signed a regular consent/confidentiality agreement, doing sessions through 'TeleHealth Counselling' has different risks that you need to be informed of. To this end, I am attaching a telehealth counselling consent form which if you can print, and if agree to, sign, and send back to me (scan or take a picture). Please see the attachment below.

I have chosen a secure, encrypted and HIPAA approved virtual platform to have the highest standard for confidentiality. We can do this from either your phone, tablet or computer. Follow the instructions below. **The link will be the same every time – no access codes are generated.** There is no need to download any software, but you will receive an email that looks like this:

"Hello, this is Ms. Deborah Lain - please join me for a secure video call: www.doxy.me/HopeForTinnitus

Save this as it is the link that you will use for your first and all other counselling sessions. You can click on the link here or, copy/paste into your internet browser. You are advised to test this out prior to your scheduled time otherwise, you will find you cut into your appointment if you are unable to get the link working. Use a computer or device with a good internet connection and webcam. If you run into issues connecting, restart your computer or check out the Doxy.me <http://help.doxy.me>. Simple, free, and secure telemedicine powered by <https://doxy.me>.

- In keeping with my regular office policy, **payment is still due after each session**, and I would ask for an e-transfer sent directly to: soulspring@telus.net. Please complete the payment the same day as the session. Effective September 1st, 2024 the fees will be as follows: Assessments (initial interview) are 90 minutes for a fee of \$300. A two-hour session/consult will be \$400. Regular sessions are 75 minutes for a fee of \$250. These fees reflect Deborah Lain's 40+ years of practice and expertise.

Once I receive payment, I will complete and send a photo of your receipt for you to send to your insurance if your policy will reimburse you. My professional registration # is at the bottom left corner of the receipt. If you are not doing online banking, you can provide your credit card information to me as I use 'Square'. I do not store any credit card information.

If you are a **new tinnitus client**, please go to my website: www.hopefortinnitus.com and click "**Forms**". These are to be completed in full and returned to me 48 hours before your initial assessment.

*** The cancellation and rescheduling policy require 48-hours advanced notice.** My practice is part-time, and advanced notice allows someone on my waiting list to take the session that was reserved for you. **Not providing advanced notice will result in a charge for the full session fee. Also note: All consulting appointment times outside of Alberta are provided in MST.**

Note: I am not accepting 3rd party insurance or legal claims and will not provide medical-legal reporting. You have the option to do counselling with me, but I will not provide reporting.

Let me know if you have any questions. If at the time of our scheduled appointment, you are having 'technical' difficulties, please forward an email indicating this and the specific challenge. Also provide your cell phone as a back-up option should the video access not work.

Kind Regards,

Deborah Lain

