

To: Clients of Accent Counseling

March 18, 2020

Re: COVID-19/Coronavirus

For Immediate Release

Dear Clients of Accent Counseling,

Due to the ongoing public health situation, Accent Counseling is now moving to telehealth (video) sessions only until further notice. Our physical office is now closed and in-person sessions are cancelled. If you have an upcoming in-person session with a counselor, please check your email or client portal for a message from your counselor. Clients may continue to have telehealth sessions with their counselors, and new appointment requests will all be converted to telehealth sessions.

For additional information on telehealth, visit our website at www.accent-counseling.com or email your counselor directly.

What this means for you:

All sessions, beginning Thursday, March 19th are now a video or telehealth session. Using telehealth during this time is beneficial to continue the country's efforts in attempting to slow the spread and impact of COVID-19.

1. Contact your clinician through the client portal, email, or by calling our office to ask any questions you may have regarding telehealth. (Please note we are experiencing high call volumes. If you leave a message we will return your call as soon as possible.)
2. A Telehealth Informed Consent form needs to be e-signed by you and on file with us. Telehealth sessions cannot occur before this is signed.
3. If you already have an in-person appointment scheduled, it will be converted to a telehealth (video) session.
4. Please read the FAQ document sent to you via email and on our website for instructions on how to access the telehealth session.
5. To request a telehealth session in the client portal, simply request a session in the portal the usual way, selecting the Telehealth option as the location instead of the downtown office location (this is usually the second step).
6. Clients are encouraged to call their insurance company to verify telehealth is covered by your plan. If it is not, please speak with your counselor about a temporary sliding scale fee, if needed.

We at Accent Counseling greatly appreciate your patience while we adjust to circumstances outside of our control. While we strive to continue delivery of exceptional and outstanding counseling during this time, we are also taking the greatest precautions to protect our clients, counselors, and administrative staff.

If you have any questions about this message, our policy, or steps listed above, please do not hesitate to contact your counselor or myself via the client portal, email, or our office phone number at (360) 922-6977. We hope COVID-19/Coronavirus leaves us as quickly as possible, but until that time, please stay safe!

Warm Regards,
R. Chris Turner, MS, LMHC, NCC
President/Executive Director
Accent Counseling
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