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Corona Virus Update

Due the transmission of COVID-19 in our community, and in an effort to limit person to person contact, without disruption of services, I will be conducting therapy via a secure, HIPPA compliant video conferencing system for the next 30 days. You will be able to access this from your phone or from your computer. You will receive an email with a link 10-minutes prior to your appointment. Please see detailed steps below. You will also be receiving an updated consent form, intended to cover the provision of telehealth services.

In these times of crisis, it is important to maintain as close to a regular lifestyle as possible, including needed therapeutic services. I am available to address any concerns, so please feel free to reach out to our office with any questions.

Sincerely,

Rachel Russell, Psy.D.

Licensed Psychologist

Starting a Telehealth Appointment from your phone or tablet:

You have the option to download the **Telehealth by SimplePractice** [mobile app](#) to join the video call from a smartphone or tablet. You can download it from the app store.

- Open the email reminder you received for the appointment
- Click **Join video call**
- The **Telehealth by SimplePractice app** will launch automatically
 - The first time you launch the Telehealth app, you'll see a Welcome screen
- **Enter your name for the call**
- Click **Enter Video Call**

Starting a Telehealth Appointment from a computer:

- You will automatically receive an email and/or text reminder for Telehealth appointments **10 minutes prior** to their start time, as long as the appointment was set up before the email/text reminder window.
- The text reminder directs you to check your email, while the email reminder includes the link to join the video call. This email reminder is sent in addition to any email, text, and/or voice reminders that you are already set up to receive.
- The reminder email will include details about the appointment, as well as **the link to join the video call**:

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— — — DO NOT REPLY TO THIS EMAIL MESSAGE — — —

Hi Jamie,

This is a reminder that you have an appointment with Thriving Therapy at 11:30 AM (PST) on Wednesday, December 11th.

Add to your Calendar:

iCloud

Google

Outlook

Thriving Therapy

Your unique video appointment link: [Join Video Call](#)



Please contact our office with any questions or changes.

No phone number on file

Don't have our Telehealth app?

[iOS App Store](#)

[Google Play Store](#)

[Get tips](#) on how to have a good video appointment.

Email by SimplePractice.com on behalf of Thriving Therapy

[Unsubscribe from appointment reminders.](#)

When you click the **Join Video Call** link, a new tab will open in the browser that looks the same as what your clinician sees. You will need to **enter your name** and then click **Join Video Call**.