



COVID-19 Update and Information for Clients

Update March 17^h, 2020

In light of recent events and announcement from local health authorities in Nova Scotia, our group of treatment providers has agreed that the safest precaution for all at this time is to **temporarily suspend all face-to-face meetings and appointments within our offices**. This decision did not come without significant thought and deliberation. This decision was made to ensure both our clients and staff remain healthy and are following recommendations and decisions being made throughout the province and country.

Here are some important things for you to know:

1) You Have Multiple Options for Treatment:

Option 1: Telehealth: We are currently using the program "ZOOM" (www.zoom.us) as a means to use TelePsychology/telehealth with our clients. This video conferencing software is free to use but does require you to sign up for an account with a valid email address. If you would like to use TelePsychology for your upcoming appointment, **please email your treatment provider directly** to let them know you are comfortable with this option. Payment for these sessions will require you to provide your credit card information that will be stored in our practice management software (but can be deleted at a future date or if you request the information to be deleted).

Option 2: Telephone: If you do not feel comfortable using video conferencing software, we are happy to provide help over the phone instead. Just provide us with the best number to call you at and your session can be completed by phone. You can **email your provider directly** with the phone number you'd like us to call you at.

Option 3: Rescheduling: You have the option to cancel your appointment (with no cancellation fee/charge) and reschedule to a later date if you choose. As this pandemic unfolds unpredictably we can't predict with any accuracy at this time when our normal office operations will resume. If you elect to cancel your appointment you can do so online or simply **email your treatment provider** to help you cancel your appointment. Online booking instructions are always up on our website (info below).

2) Updated Information:

As our office sees a large number of individuals it can be difficult to communicate with everyone effectively. Rather than email you regularly we will post updates to the practice website (just be sure to click "Refresh" on your browser to ensure the most current update is loaded).

3) Communicate/Information/Consents:

Our Emails: [chorneyandassociates.com](http://www.chorneyandassociates.com) (Contacts page)
<http://www.chorneyandassociates.com/page6/index.html>

Consent Forms and Instructions for ZOOM/Telehealth:
<http://www.chorneyandassociates.com/downloads/index.html>

Updates: [chorneyandassociates.com](http://www.chorneyandassociates.com) (click Refresh on your browser each visit to see updates)