

# HOW CAN WE HELP?

During remote operations, our office has made some changes to be able to make Virtual Counseling accessible and user-friendly to all our clients. Because we know that technology can be overwhelming sometimes and because we want to prioritize your (and our) mental health through all this, we've put together a guide to our online operations. We hope that you can refer to it when in doubt and know that we're always a phone call away!



## Make an appointment

Calling us ensures we can communicate the time slots available in real time, without back and forth emails.



## View your statement

Unless you ask us to mail it to you, your monthly statement will be emailed to you, with a link to make an online payment.



## Make a payment

You can pay online by clicking on the link you receive by email, which will take you to our secure Patient Portal. You can also mail us a check or call to pay over the phone with a credit card.



## Questions/ Update contact information

Do not hesitate to call us if you have any questions about your statement, or anything else! Also give us a call if you move, change phone numbers or have a new insurance policy.



## Set up a Virtual Counseling session

After you call to schedule, you will receive an email with a Zoom link. On the day of your session, click on the link to see your therapist online. (Our Zoom contract is HIPAA compliant)



## Send/receive private documentation

Email is not secure, so we cannot send or receive private health information through it. Upon request, we will set up a channel through the ZOOM chat feature for this purpose.



## Contact your therapist

- If you feel that you're in imminent danger, please call 911
- If you wish to speak to our on-call licensed therapist for an urgent matter, please call 402 630 2707 (available 24/7)
- To leave a message for your therapist regarding a private therapeutical matter that they need to receive prior to your next session, you can sign up to our patient portal and use the message feature (no attachments supported).  
*This feature is not intended for back and forth messaging.*
- To discuss an issue with your therapist, please schedule a 30min or 50 min. session.