



Caron Starobin, LCSW-C
caron@starobincounseling.com
(301) 417-5979, x1

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Telehealth Process and Policies for Starobin Counseling Clients

Starobin Counseling, LLC provides Telehealth and In-person therapy sessions.

Starobin Counseling, LLC has a HIPPA Compliant Telehealth (video) format with SimplePractice that is available and easy to use. This is how Telehealth will work for you:

- **Please sign the Informed Consent for Telehealth Communication. We share this Consent Form with all clients through the Client Portal. Please let us know if you have any questions.**
- **You need ONE of the following to participate in Telehealth appointments:**
 - 1) Desktop computer with a webcam and speakers
 - 2) Laptop computer with built-in webcam and speakers
 - 3) Tablet device with built-in webcam and speakers
 - 4) Smartphone (to use a smartphone, you must first download Telehealth by SimplePractice, available for iOS or Android in the app store).
- **You will receive an email or text appointment reminder with a link to join the Starobin Counseling Telehealth appointments on your advance reminder emails and texts and about 10 minutes before your actual appointment. If for some reason you don't receive a link, simply message me in the secure client portal or call us at 301-417-5979 and we'll resend it.**
- **At the time of your appointment simply click on the link to join the Telehealth appointment, and follow the prompts to enter your name and join the call. We should be on screen, ready for your appointment at the top of the hour. However, if you join the Telehealth appointment and you don't see your clinician there, you'll see a note that you are waiting for another participant to join. Your clinician will be there shortly if she is finishing an appointment with a previous client.**
- **At the onset of your initial telehealth appointment your clinician will identify herself, her license number, and her location and will ask you to identify your full name and location as well. Your confidentiality will be protected during telehealth sessions by ensuring that you have privacy during your sessions and by using a HIPPA compliant telehealth platform.**
- **Please look for the [ClientPortal-Telehealth-Guide for Clients](#) in your Client Portal to give you a comprehensive guide for using Telehealth with SimplePractice and answer any questions you may have.**



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- Regarding groups, Starobin Counseling facilitates the Parents Together Program and Siblings Together Program using Zoom Video Meetings. Members of Parents Together and Siblings Together will follow the same process and procedures for participating in the Zoom Video Meetings except they sign an **Informed Consent for Group Therapy Consent for Video Conferencing** and they log into the zoom group session using the **zoom link that is sent prior to the group sessions**. The Zoom platform for groups is also HIPPA Compliant.

Regarding COVID-19:

If you have specific questions about COVID-19, how to get tested, and precautions to take to minimize risk of infection, please go to <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. If you'd like to learn more information about State of Maryland recommendations for seeking testing or guidance related to COVID-19 please to to <https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx>.