**Counseling and Psychological Services of the Upstate**

**402 Pendleton Rd. #4**

**Clemson, SC 29631**

**864-633-0210**

Dear CAPSU Clients,

In my attempt to continue to provide clients with a safe, confidential space for therapy, and in my effort to provide a source of support with respects to the current uncertainty, CAPSU will begin offering telehealth starting Monday 3/30/20.

There are a lot of moving parts in transitioning to telehealth (i.e., technology, state laws, APA guidelines, HIPAA, consents and best practice, billing/insurance), and I am attempting to move as quickly as possible to continue to provide services in light of our public health concerns.

I ask that clients review the forms and come up with any questions you may have before your first telehealth session. These forms explain CAPSU telehealth policies and procedures and are required to be reviewed before we get underway with our first session**. Please wait** **to sign the forms until we have discussed them** **over the phone**. Your next scheduled session will start on the phone with me calling the number you have provided, and we will review these forms together. From that call, we will move to the telehealth platform via a link that I will provide you once your questions have been answered to your satisfaction. This will take you to the virtual waiting room and your session via telehealth will begin once I click on your name.

I am not the most ‘tech savvy’ of psychologist, and I am working to learn this new modality as quickly as possible. I appreciate your patience during this quick transition. I imagine the experience will improve with some time as we both get more comfortable with the experience.

With respects to payment, I am able to take credit cards or health savings cards over the phone, but I cannot process debit cards without the card being present at my machine.

If you have any questions before that scheduled phone contact/telehealth session (aka your next scheduled session), please contact me at 864-633-0210.

Your ‘To do’ before our first telehealth session:

1. Review the forms and come up with any questions
2. Contact your insurance provider to determine your coverage for telehealth sessions
3. Have a space that is private and quiet and a wireless network that is secure
4. Be ready for my phone call at the start of our scheduled session
5. Have a means of payment prepared for our session
6. Call me with any questions you may have before our scheduled session

My to do:

1. Provide a safe and confidential telehealth experience that comes as close as possible to a face-to-face session.

Thank you for allowing me to serve you during these uncertain times, and please take care and be safe.

Sincerely,

Christopher E. Ruth, Ph.D.