

Dear Patient,

At Providers For Healthy Living, our #1 goal is to keep our patients and staff safe and healthy. Due to recent health concerns regarding the coronavirus (COVID-19), we feel it is in the best interest of our patients and staff to suspend ALL visits in office and instead provide you with Virtual Visits. What does this mean? This means at this time Providers for Healthy Living will NOT be offering in-office visits until further notice. Virtual Visits is a means for Providers for Healthy Living to continue to see their patients while providing you the same care as your in-office visit. Our platforms, doxy.me, Google Meet, and VSee, are safe and easy to use, HIPAA-compliant and convenient for the patient.

How To Get Started:

- **The “Consent for Online/Virtual Mental Health Treatment” form MUST be completed by selecting the link below.** **This form must be completed prior to your scheduled virtual appointment to ensure HIPAA compliance, or your appointment will not take place.
https://docs.google.com/forms/d/e/1FAIpQLSfIcnrPyupNjAGIDa0NuKbQiUv02odDa_iHaUeImNFMadbJqfQ/viewform
- **Call us at 614-664-3595 (Ext.3) to schedule an appointment** and our phone staff will provide you with your provider’s virtual appointment link. If you already have a scheduled appointment, make sure you have your provider’s link.
- **At the time of your scheduled appointment**, visit your provider’s link and simply enter your name. Once entered, your session will begin.
- **Copays, Deductibles, and Co-Insurances are still due at the time of service.** Visit our website <https://www.providersforhealthyliving.com/payment> to make a payment via PayPal. When making a payment, list the **PATIENT NAME and DATE OF SERVICE**. *You are not required to have an account with paypal to make a payment. The direct PayPal link is below:
https://www.paypal.com/webapps/shoppingcart?flowlogging_id=3a75d1313c191&mfid=1584098753507_3a75d1313c191#/checkout/openButton
- **Before your appointment, it would be helpful if all patients could go to <https://psychology-tools.com/> and complete the <https://psychology-tools.com/test/phq-9> (PHQ-9 Depression Rating Scale) and <https://psychology-tools.com/test/gad-7> (GAD-7 Anxiety Rating Scale). **Make sure to print these test results for your clinician or write down the results and give them to your clinician during your upcoming appointment. Thanks!** If you are an adult who is being treated for ADHD, please also complete the Adult ADHD Rating Scale (<https://psychology-tools.com/test/adult-adhd-self-report-scale>). If you have a child who is being treated for ADHD, please complete the Vanderbilt ADHD Rating Scale (<https://psychology-tools.com/test/vadrs-vanderbilt-adhd-diagnostic-rating-scale>).**

Important Information:

- **To receive refills, you must attend your regularly scheduled appointments.**

- Emergency supplies of medication will not be prescribed as it is not medically safe to prescribe large quantities of medication.
- **Our office policies still apply.** If you have any questions regarding our policies and/or would like an updated copy, please let us know.
- **Our dedicated phone staff is available to answer any questions or concerns.** You may contact them at 614-664-3595 between the hours of 7 AM - 5 PM Monday through Thursday, and 7 AM - 12 PM on Friday.

Thank you for your patience and understanding during this time.

All the best,

Your Team at Providers For Healthy Living