

WILLOWDALE COUNSELING CENTER, PLLC#

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IMPORTANT UPDATE REGARDING COVID19

We want to let all of you know that Willowdale will remain open during this health crisis. We know that this has been a very difficult situation for all of you and we want to reassure you that we will be here for you to assist you in coping with such a world changing event.

We also want to let you know that we are working to be able to provide care for you via an online service. At this time we are encouraging all of you to see your provider in that manner. That will allow you to continue to receive the care that you need without exposure to others. If you are sick, if you have been exposed to someone who is sick, if you have traveled either internationally or across state lines or been exposed to someone who has traveled internationally or across state lines we want you to stay home and take advantage of the online means of seeing your provider. However, if you are not able to access the internet we will be available to see you in the office. Again, stay home if you are sick. We can arrange to talk with you over the phone. You should know that phone conversations are not secure and so potentially not confidential. Nonetheless, your provider is willing to talk with you in that manner if you need..

Please do the following. Contact your provider either by email or voicemail and inform him or her if you intend to come into the office or if you will utilize the online format. Once your provider hears from you he or she will let you know how to connect via the online format. It is very important that you check with your insurance company to determine if your plan covers telehealth service. If it does not we will be happy to negotiate a self pay fee. .

Given the constantly changing nature of this situation we may need to change some or all of these processes. We will keep you updated if that becomes necessary. Thank you in advance for your understanding. If you have any questions feel free to contact either your therapist or the Director.

Timothy Bray, Ph.D.

Director, Willowdale Counseling Center