

Victoria Valdez
M.MFT
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March 17, 2020

Re: Updated Practice Policies regarding Covid-19

Hello,

I am mindful of concerns regarding Covid-19/Coronavirus and wanted to write to you to address any questions you may have. As a practitioner in a healthcare setting, I would like to reassure you that I am committed to the health and safety of all clients. Thus, I have opted to exclusively use telehealth (Online Therapy by video) effective today March 17, 2020, until further notice.

I will be using Therapsites.com in order to offer secure HIPAA compliant video therapy. If you are interested in video sessions please contact me by email, phone call, or text message. I will then create an account for you and send a follow-up email with further instructions. I will also send you an Informed Consent for Telemental Health Services that will be required to be signed and returned electronically before the start of the video session.

The following cancellation policy applies:

You can rearrange or cancel appointments up to 24 hours without incurring any fee before the appointment time. If you are unable to give 24 hours' notice or you miss the session without giving notice, payment will be retained except in the case of unpredictable and serious personal emergencies (which I will decide at my discretion). I will always try to offer another appointment if you have to cancel at short notice, but if we are unable to find another mutually convenient time in the same week, the full fee will be payable/a cancellation fee $\frac{1}{2}$ of the normal rate will be payable.

Payment Policy:

Payment will be due at the time of sessions. I will continue to accept payments through Venmo and Square. I will process payment at the start of the session.

Further Resources:

[Coronavirus Disease 2019 \(COVID-19\)](#)

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A final word...

I am here to support you and will always be flexible wherever possible. I would like to reassure you that whatever your reaction, you will have space to express in our appointments together if you would like to. If you have any questions or would like to discuss further, please contact me or discuss it in our next session.