



Notice to All Clients, New, Existing, and Waitlisted: COVID-19 Update - March 27th 2020

Much has changed in the world since our last notice was sent out. For your reference, we have now published a [COVID-19 Updates](#) page on our website dedicated to sharing our growing list of *Resources for Navigating COVID-19* as well as past *Notices to All Clients*. Many of you have suggested great resources to be added. Thank you!

Upcoming Changes

We are switching video counseling platforms from VSee to Google Hangouts Meet. While your security and privacy are not affected by this change, we do believe it provides our clients a higher quality of video streaming and an easier flow to connect with your therapist on time.

Beginning on Monday, March 30th, all video sessions will be conducted on Google Hangouts Meet. For clients using their in-network benefits, we regret to inform you that we are **still** awaiting our onboarding process for getting enrolled in CareFirst Video Visit. We can only imagine how many regional mental health providers (and their clients) are in the same boat that we are in. We will be in touch as soon as we are enrolled.

For more details related to CareFirst Video Visit see our FAQ in the March 18th Notice. Please meet with your therapist on Google Hangouts Meet until further notice.

Frequently Asked Questions

What do I need to know so that things go smoothly when I show up for my video appointment?

- You should receive an email directly to your inbox from your provider, e.g. "Invitation Meet Invite 3/30 at 3:00pm." When you open it, you can click on the link that will take you to the video office (see below):

Invitation: Meet invite 3/30 @ 3:00pm @ Mon Mar 30, 2020 3pm - 4pm (EDT) (robinsmithmft@gmail.com) [Inbox x](#)

robinsmithmft@gmail.com via google.com
to me

Mar 30
Mon

Meet invite 3/30 @ 3:00pm
View on Google Calendar

When Mon Mar 30, 2020 3pm - 4pm (EDT)
Who robin@coupleandfamilyclinic.com*

Yes Maybe No More options

Agenda
Mon Mar 30, 2020

No earlier events
3pm Meet invite 3/30 @ 3:00pm
No later events

You have been invited to the following event.

Meet invite 3/30 @ 3:00pm

When Mon Mar 30, 2020 3pm - 4pm Eastern Time - New York [more details >](#)

Joining info Join Hangouts Meet
<meet.google.com/ecm-tdcy-dkr>

Join by phone
+1 435-990-5269 (PIN: 380345801)

[More phone numbers](#)

Calendar robinsmithmft@gmail.com

Who

- robin@coupleandfamilyclinic.com - organizer
- robinsmithmft@gmail.com

Going (robinsmithmft@gmail.com)? Yes - Maybe - No [more options >](#)

Invitation from [Google Calendar](#)

You are receiving this email at the account robinsmithmft@gmail.com because you are subscribed for invitations on calendar robinsmithmft@gmail.com. To stop receiving these emails, please log in to <https://www.google.com/calendar/> and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to send a response to the organizer and be added to the guest list, or invite others regardless of their own invitation status, or to modify your RSVP. [Learn More](#)

- Once you arrive, the “room” will be configured with your device's built-in camera and built-in microphone. Should you want to change these settings, simply click on the three buttons in the lower right-hand corner and then click settings.
- When you are ready to join, click the “Join now” button. If for any reason you accidentally get lost, close the tab and click the link from your email invite to begin again.

What happens if my video or audio is not working properly?

- Change your device's [video and audio settings](#)
- For anything else you may want to know about Hangouts Meet, see Google's [Hangouts Meet Support Page](#)

I just figured out how to use VSee, why are you now changing to another platform?

- In short, the quality is better, it also complies with HIPAA regulations, and (to be quite honest) our practice is already paying for GSuite services.

Local News Related to the Pandemic

[All Child Care Providers to be Closed by the end of the day Friday, March 27th Except Those Serving Essential Personnel](#)

[Maryland Public Schools will be CLOSED until at least April 24th](#)

[Montgomery County increases to 164 coronavirus cases](#)

[Is there any good news about the coronavirus pandemic? - Harvard Health Blog](#)

[Models show coronavirus infection 'peaking probably around Fourth of July,' Maryland health agency official says](#)

Should you have any questions, please don't hesitate to reach out to your provider directly.

Yours in health,

The Team at The Couple and Family Clinic