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## Telehealth Guidelines

I have suspended in-person therapy due to the Covid-19 pandemic and being immunocompromised. We will meet at your scheduled time but will do so via video or telephone. I have chosen a video-therapy platform that has been approved by the American Psychological Association because it is encrypted and HIPPA compliant. There is no additional fee, you do not need to set up an account, you only need to enter your first name, it is never recorded, and the video is automatically deleted when we hang up.

For remote therapy with me, please complete the Telehealth Consent form. Please also inform me if you would prefer that I send information via snail mail or encrypted email.

You may choose from the following options:

1. Please complete the **Telehealth Consent Form**. You may either sign it and
    - a. Email it back to me: [najjar@innerwisdomcounseling.com](mailto:najjar@innerwisdomcounseling.com). OR
    - b. Snail mail it to me: 11005 Spain Rd. NE, Suite 10, Albuquerque, NM 87111
  2. Alternatively, if you do not want to give consent for telehealth services, you have the right to decline doing so and to seek services elsewhere.
- Video is much more ideal for the therapy process and your confidentiality because it is encrypted. However, if you do not have access to reliable internet or do not want to use a video platform, you may request to have sessions by phone. If you choose a phone session, I will call you at the time of our appointment.
  - If you choose a video session: Go to [www.doxy.me/innerwisdomcounseling](http://www.doxy.me/innerwisdomcounseling)
    - Enter your first name to “enter my waiting room.” It may show me as offline until I connect with you.
  - If we are not able to connect, if we have connectivity issues, audio or visual problems, or we accidentally disconnect, hitting the refresh button and “checking in” again will often resolve the issue. If we are not able to reconnect, *I will call* you back on your phone so that we don’t try at the same time and get voicemail.
  - Please seat yourself as if you are in my office. Choose a private place so others can’t listen in or interrupt. Turn off anything that could distract.
  - Use secure Wi-Fi as a way to protect your privacy.
  - Payment for sessions will operate the same as in-person sessions. You may either snail mail me cash, or a check made out to “Inner Wisdom Counseling.” I can also accept a credit card payment at the time of your visit.

Thank you for helping me with this process and for your patience with any potential hiccups as we are using telehealth.

Thank you,  
Linda Najjar, Ph.D.  
Licensed Psychologist  
Inner Wisdom Counseling, L.L.C.