

Northern New Jersey Therapy
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Dear Clients of Northern New Jersey Therapy,

As the World Health Organization, Center for Disease Control, and the New Jersey Department of Health are navigating through a quickly evolving outbreak of the Coronavirus also called COVID-19, I wanted to let you know that Northern New Jersey Therapy is taking this very seriously and the safety of our clients and staff is our top priority.

Measures have already been taken to guarantee everyone's safety in the office, however after today's press conference we will need to temporarily transition all therapeutic services to a virtual platform. We are hoping to revisit this matter again in two weeks and decide if we need to continue with this alternative to care.

What does virtual therapy entail?

Virtual therapy will only be a temporary alternative to care at Northern New Jersey Therapy. Once we are told that the concerns of the Coronavirus have resolved, we will resume face-to-face therapeutic services in the office.

The virtual platform Northern New Jersey Therapy will be using at this time is doxy.me <https://doxy.me/>

This platform is free to use and HIPPA compliant. However, if you do receive out-of-network reimbursement for treatment in our office, we are asking that you reach out to your Insurance Provider to confirm that this type of treatment is covered before engaging.

You can access this service on a laptop, iPad, or smartphone as long as the devices have a working camera component.

How do I access a virtual therapy session?

1. A session needs to be scheduled with your provider.
2. Find a private space in your home to assure confidentiality. (if at any point during the session this is not guaranteed the session will end).
3. You will receive a text message or email from your provider inviting you for a "secure video call" with a link. When you click the link make sure you are using safari or another platform other than google chrome; it will not work in this format.

4. You will then be placed in a virtual “waiting room” and will be connected with your provider. Sessions will remain 40 minutes in length with the last 5 minutes for payment and to schedule your next session.
5. Payments can be submitted via PayPal at <https://www.northernnjtherapy.com/> or you may mail your check to Northern New Jersey Therapy, 100 E. Hanover Avenue, Suit 203, Cedar Knolls, New Jersey 07927

Tips to assure an optimal virtual therapeutic experience.

- Ask members of your household to respect your privacy during the session and only interrupt if urgent.
- Restart your computer before a call. Restarting your computer will assure your computer is ready for video.
- Wear ear buds if you prefer to only hear the providers voice.
- Turn off televisions, iPads, telephones, etc. to avoid interruptions.
- Set up a fan or put an app on your phone with “white-noise” and place near the room door during your session so others in the home or hallway can not hear the content of the discussion.
- If you are distracted by your picture on the tablet, take a post-it note and block your face.

Thank you for your time and attention on this matter. Again, as we are updated so will our clients. I encourage you to talk openly with your provider about any concerns or worries. If you have any questions directly related to Northern New Jersey Therapy, please contact me via telephone at 973.220.2352.

Warm Regards,



Cara E. McCloud, LCSW

Founder of Northern New Jersey Therapy