



www.qcfamilycounseling.com

help@qcfamilycounseling.com

2485 Tech Drive, Bettendorf, IA. 52722 | Office: 563.355.1611 | Fax: 563.355.6617
303 18th Street, Rock Island, IL. 61201 | Office: 309.788.6374 | Fax: 309.788.6375

Family Counseling & Psychology Center is open, and we are here for you. During this time of worry over the COVID-19 virus, we are committed to providing counseling sessions in a number of ways to make sure that we can continue to provide support and services to those who need it. We will continue to provide in person services as long as we are able; we are now offering telehealth options which includes using various video formats; we can also schedule phone appointments. With all of these options we can accommodate your needs and provide services.

Some of our clinical staff are currently scheduling appointments as usual at the office. Other staff members are needing to stay home and are scheduling appointments video or phone appointments only.

Office Appointments: If you are coming to the office, we are doing our best to keep everyone safe and healthy, so we have adopted new procedures. We ask that you wait in your car until your appointment time. When you enter, your therapist will quickly start your appointment. Our clinical staff will end all appointments at least five minutes before the start of their next appointment so that they can allow their next appointment into session right away. Our goal is to keep the number of people in the waiting room to as few people as possible. We also ask that anyone waiting for you, wait in your vehicle if possible.

We are spraying and disinfecting the office between each appointment. Therapists will keep a six-foot distance during sessions. Therapists will not shake hands. All of these measures are being taken to follow recommended guidelines and to keep everyone safe and healthy.

Phone appointments: Phone appointments are simple. We simply need to have the phone number where you can be reached. The

therapist then calls you at your appointment time. The length of the appointment is the same. We ask that you find a location where the conversation cannot be overheard to protect your privacy.

Video appointments: We are currently working on making Telehealth Video appointments available. Soon, all staff at FCPC will have Microsoft Teams which is part of Office 365 and contains a video conferencing component. Microsoft Teams is HIPPA compliant, so it is safe and secure. The way it works is as follows: You would schedule a Telehealth Video appointment; you would then receive an email with a link to join your therapist for a video meeting. The link will allow you to use a free version of Microsoft Teams for this appointment. There is a link to Microsoft Teams to download the free version. It would be helpful to download the free version of Microsoft Teams ahead of time. This can be done on your computer, tablet or smartphone. If you have problems with the link, simply go to:

<https://teams.microsoft.com/downloads>

Once you have downloaded Microsoft Teams, then you can simply click on the link at the appointment time, sign in as a guest, and join the meeting. Also, make sure that your audio and video are enabled. As we are just starting to use this system, we anticipate some glitches in the process as we all learn this new software. Therefore, we want to make sure we have a phone number where you can be reached. If there are problems, we will call you for a phone appointment.

Each therapist may have other ways of initiating a video session. Informal video applications are being allowed at this time due to the Covid-19 emergency. Therefore, Facetime, Google Hangouts, Skype, etc. can be used for a video therapy session. Be aware that these are not HIPPA compliant so are not as secure. However, if you are comfortable using these applications, find out if your therapist uses them. Each therapist will be posting the informal video formats that they have access to on their professional biographies on the website. You can also email them or talk to them directly and ask about what options are available.

With all of these options available, we are confident that we can continue to provide services and meet the needs of our clients. If you have questions, email or call us. We are here for you.