



An Innovative and Philanthropic Mental Health Practice

---

March 17, 2020

To our valued clients:

Zephyr Wellness takes the threat of viral infection very seriously. In doing our part to increase social distancing, we chose to move entirely to telehealth services until the situation resolves. Our first attempt using VSee as a telehealth platform failed because the VSee servers could not handle the massive demand and subsequently crashed, leaving everyone without services. This was quite the struggle not only for you, but for us as well. It has been tough but we will get through it!

Zephyr has since subscribed to [Zoom](#) and will be utilizing that platform from this point forward. This practice is [HIPAA-compliant](#) so you know that your information will be secure, and our practitioners all subscribe to the most current [telehealth ethical codes](#).

If you have not already received a Zoom invitation from your clinician (via email), that will be coming in the next few hours. All you have to do is click the link and, if you have not previously installed the Zoom client, you will be asked to do that. Make sure to allow all the permissions (camera, audio) and you should be good to go. Our recommendation is that you download and install Zoom for your desktop, laptop, tablet, or phone in advance of your session in order to make things smoother.

Tomorrow, March 18, we celebrate five years as a business. We cannot thank you enough for your continued trust in our services over the past half-decade. The excellent care you have received to date should continue just the same as always, only now by way of a little different modality. Although receiving counseling through a screen might seem at first to be a bit foreign and somewhat uncomfortable, we have high confidence that in a matter of minutes you will feel right at home with your therapist, just the same as any other office visit.

Should you have any questions, please contact us and the front desk staff will be happy to walk you through the process.

- The Zephyr Wellness Family