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Dear Patients and Families,

Your safety and well-being are my highest concern, and I believe we all need to do our part to protect those most vulnerable by trying to contain the spread of COVID-19. These times are stressful for most and continuing on-going treatment and psychological support is important in order to take good care of ourselves and to support those around us. Following social distancing recommendations from the medical community, I have temporarily moved all psychotherapy sessions to a virtual platform.

I am committed to you and to our work as always and plan to be available by video or phone sessions. Telehealth has become a widely used and effective means of conducting psychotherapy and it will allow me to provide you with continuity of care. I will be sending you a telehealth consent form to sign and return to me which outlines what you can expect of me, and what I ask of you for this to work.

Theranest is the HIPPA-compliant video platform I am using to ensure your confidentiality, and I will be sending you a link to access my online practice. Please take a few minutes to create an account and set it up before our scheduled appointment time, then plan to log in to the client portal and “join” about five minutes before our meeting time. At the start time of our session, please refresh or scroll down for the “join” button if we do not connect automatically.

I plan to keep my regular appointment schedule, though I will be flexible about rescheduling as needed due to change in routine or to illness. If you are unable to meet at our session time, please notify me as soon possible. If you would prefer to speak by phone for our session, please let me know and we will arrange the best situation for you. As the current situation evolves I will continue to evaluate best practice and update you accordingly as to when we may safely return to in-person office sessions.

As a community, we are in this together and must take care of one another and of ourselves. I wish you and your loved ones good health, and I am here to support you in anyway possible. Please do not hesitate to reach out to me with questions or concerns.

Warmly,
Robyn Miller