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March 15, 2020

In an effort to flatten the curve and set a good example for social distancing, Lotus Psychological Services will be closing their office doors AND providing telehealth sessions for adults and teens for at least the next two weeks.

Telehealth is an effective way to conduct therapy sessions, monitor your symptoms and reduce the spread of viruses. Telehealth sessions are video or audio sessions that can be accessed remotely from your home. Instead of coming into the office for your scheduled appointment, please log on to a telehealth session at the same time. Please make sure you have a strong wifi signal and your phone or device is running the most current operating system.

Unfortunately, child play therapy is not available via telehealth. If you as a parent need support, parent training sessions to implement consistent structure, routine, reinforcements/consequences can be scheduled. If you'd like assistance and guidance on how best to explain COVID19 to your child, please reference this article. <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus?fbclid=IwAR3DSWhZ3-nis63--0JuXrPPqUeau3aHdTRkx2rHT9jItEumVk1d9G5Ur4Q>

If your insurance carrier is **HMAA, UHA, TRICARE or Kaiser**, video or audio sessions will be done through doxy.me. Please click on the link <https://doxy.me/Lotuspsychologicalservices> and sign in 5 minutes before your scheduled appt. You will not need to download anything to your device. Once you click on the link, a prompt to enter your name will be visible. Please wait in the "waiting room" and I will start our session as soon as possible.

If your insurance carrier is **HMSA**, please create an HMSA online care account by clicking on this link <https://hmsa.com/well-being/online-care>. You will also receive an additional PDF with detailed instructions. If your child is 12 or older, you, as their parent can proxy an account and sign them in. If you have **HMSA Quest**, please contact Wilson at Wilson.Jocson@hmsa.com to set up an HMSA online care account, please contact Wilson two business days prior to your scheduled appointment. Unfortunately, telehealth sessions are not available for any HMSA Quest members under the age of 18.

Copayments – as everyone is facing a difficult economic time during this COVID 19 pandemic, Lotus Psychological Services will be suspending the collection of copayment fees at this time. Instead, at the end of the month you will be invoiced for copayments for these sessions and a payment plan can be created to fit your family's financial situation.

Mahalo for your understanding. While social distancing can be frustrating, please remember it is the most effective way to flatten the curve and prevent further contracting of COVID 19. On the flip side, you'll save commute time, have lots of time for self-care and remain as healthy as possible. If you have any questions or need to contact me, please do so through the OhMD app. Stay positive and healthy everyone!

Looking forward to seeing you all online very soon!

A handwritten signature in black ink that reads "Shayna Fujii".
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