

Information for Families on How Our Office is Dealing with SARS-CoV-2/COVID-19/Coronavirus

March 19, 2020

Our priority is the safety and well-being of the families we serve. We hope to support families as they cope with the rapidly evolving consequences of COVID-19. As of today, we will continue seeing patients as scheduled. We are closely monitoring the situation and will comply with county, state and/or federal mandates. We will notify families of any changes or office closure.

We can provide telehealth therapy sessions, which may be covered by insurance

- If families are not comfortable coming to the office, are in quarantine/ isolation or have been impacted by travel restrictions, we can also offer telehealth
- Telehealth may be an option for older children, teens, young adults and parents
- Contact our office at least 24 hours before a scheduled session to request telehealth
 - A provider must verify that telehealth is appropriate for the patient and family
- Telehealth sessions may be partially or fully covered by insurance
 - Families should contact their insurance carrier to confirm telehealth benefits
 - Families can contact our office if they need help understanding benefits
 - Families are financially responsible for all fees that are not covered by insurance

We need our families to keep each other safe and healthy

- Please do not come to the office if:
 - You or someone you are in contact with has tested positive for SARS-CoV-2
 - You are experiencing fever, fatigue, dry cough and shortness of breath, etc.
 - You have traveled to China, Iran, South Korea, or any country in Europe
 - You and/or your child are immunocompromised
 - You are an older adult with a health condition (e.g., cancer, diabetes, heart disease)
- If you arrive early, please wait outside or in your vehicle until your appointment time
- Please do not bring additional family members into the office/waiting room
- Use good hand hygiene and germ hygiene (e.g., cough into the crook of your arm)

Families directly impacted by COVID-19 and/or travel-restrictions or who are experiencing another urgent issue should contact us when possible

- In these situations, we do not require 24 hours notice before missed appointments
- Please just inform us as soon as possible if you need to cancel/reschedule

Families not directly impacted by an urgent issue (COVID-19-related or not) must provide at least 24 hours notice prior to missed/cancelled appointments

- A \$50 fee will apply to late cancellations (< 24 hours) and missed appointments
- If the office closes or a provider is ill, families will be contacted immediately