



## **COVID-19 POLICIES FOR IN-OFFICE SERVICES**

Please read this document **carefully** as it contains important information about in-office services in the safest, most professional manner possible during the COVID-19 public health crisis.

If you wish to seek in-office services in the wake of the COVID-19 pandemic, you will be required to sign an Informed Consent and Waiver of liability form. This document releases **Intown Counseling & Wellness, LLC** (hereinafter referred to as “The Practice”) from the responsibility for the risk associated with exposure and contraction of COVID-19. By signing the release of liability, you assume the risk of exposure to the coronavirus (or other public health risks) and agree to release The Practice.

If there is a resurgence of the pandemic or if other health concerns arise, The Practice may require that all appointments meet via telemental health for everyone’s well-being. If you have concerns about meeting through telemental health, please contact the front office for inquiries.

If you decide at any time that you would feel safer seeking telemental health services with us, The Practice will respect that decision. However, copays and reimbursement for telemental health services are determined by your insurance carrier (if applicable) and may vary by policy. If you have concerns about your coverage, please call your insurance company. If your insurance company does not provide telemental health benefits for you, then you will be responsible for costs not covered by the insurance.

### **PARTICIPATING IN IN-OFFICE SERVICES AT THE PRACTICE**

After deciding to participate in-office services, you will be required to sign The Practice’s Informed Consent & Waiver of liability form. You will then be expected to follow the listed safety policies to maintain in-office services. The Practice retains the right to ask clients to move to telemental health services if it deems necessary. **If you do not comply with these policies, your appointment will be CANCELED.**

**TO MAINTAIN THE SAFETY OF THE OFFICE, YOU AGREE TO COMPLY WITH THE FOLLOWING.**

- You agree not to present for in-person services if you have symptoms associated with COVID-19 (fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion, runny nose, nausea, vomiting, or diarrhea), or if you had any exposure to another person who has had symptoms or confirmed COVID-19 within the past two weeks.
- If you have had symptoms or exposure as described above, we ask that you contact The Practice to reschedule your appointment. Please give The Practice as much notification as possible. However, if it is within 24 hours of your appointment time, we will not charge you the usual late cancelation fee. If feasible and your health permits, we will change your appointment to a telemental health session, but this is not required. The Practice will need to see a doctor's release before resuming in-person care.
- The Practice requires all individuals to wear a mask while in the common areas of our office, even if they have been vaccinated. If you arrive and have forgotten your mask, we will provide one for you.
- You will adhere to safe distancing measures. Clients, Therapists, and The Practice staff will stay 6 feet apart from one another at all times. No physical contact is permitted.
- You will wait in your car or not go into the office until as close as your appointment time as possible and no earlier than 5 minutes before to reduce the number of people congregating in the lobby area.
- Parents, if you are bringing your child in for therapy, you will make sure they are aware of The Practice policies. You will both wait in your car until the time of your child's appointment. At the time of the appointment, your child will go straight to their therapy room. You and your child will not be allowed to wait for their appointment in the waiting room, and parents will remain in their car until the appointment is over and it's time to escort your child back to your car if needed.
- If your caregiver or a driver is bringing you to your appointment, you will still be required to wait outside until just before your session time. Please ask them to drop you off at The Practice office at your appointment time. Your caregiver/driver will not be allowed to wait for you in the waiting room without special permission to minimize how many people congregate in the lobby. Of course, if there are health concerns around waiting outside, please just communicate this, and we can make exceptions.

- You will use alcohol-based hand sanitizer when you enter the building. Hand sanitizer is located at the front entrance and next to the restroom.
- You will take steps between appointments to minimize your exposure to COVID-19.

**If you do not adhere to The Practice’s “Policies for In-Office Services,” listed in this document, your appointment will be CANCELED,** and you will have to call to reschedule. If a trend begins where clients do not comply with these guidelines, this will result in The Practice scheduling only telemental health appointments with you. **The Practice maintains the right to deny appointments to anyone not complying with these guidelines,** and The Practice maintains the right to require telemental health arrangements for clients we deem to be symptomatic. The Practice may change the above precautions if additional local, state, or federal orders or guidelines are published, or new information about the spread of the virus becomes available. If that happens, we will notify you about any necessary changes.

### **THE PRACTICE’S EFFORTS FOR IN-OFFICE SAFETY PRECAUTIONS DURING COVID-19**

We’ve increased **cleaning and disinfection** protocols across all high-volume touchpoints like door handles, surfaces, entrances/exits, public touch-screens, along with the use of proper cleaning/sanitizing materials and products.

The Practice therapists and staff will employ and comply with the following safety **measures**:

- Everyone is required to wash/sanitize their hands frequently.
- Hand sanitizer that contains at least 60% alcohol is available at the entrance and next to the restroom.
- Physical contact is not permitted between therapists and clients or between anyone at The Practice.
- Tissues and trash bins are easily accessed. Trash is disposed of frequently.
- Common areas and objects like the waiting room, therapy/testing rooms, Credit cards, pads, pens, door handles, and other surfaces are thoroughly disinfected after each use and at the end of each day.

## **IF YOU OR ANY MEMBER OF THE PRACTICE ARE INFECTED WITH COVID-19**

The Practice is committed to keeping you, our staff, and all our families safe from the spread of coronavirus. If you show up for an appointment and your therapist or the office staff believe that you have a fever or other symptoms or believe you have been exposed to coronavirus, The Practice will have to require you to leave the office immediately. We can follow up with services by telemental health as appropriate. All sick or recently exposed individuals will be asked to remain seeking telemental health services.

We must all do our part to avoid spreading COVID-19 or any other illness to our communities. If you are uncomfortable leaving your home, we invite you to stay home. We will not penalize you for choosing to seek telemental health services. You can remain scheduled for telemental health appointments or sign up for them at any time. You are in no way obligated to attend in-office appointments.

If you are sick or not feeling well at the time of your appointment, **PLEASE REMAIN HOME**. If you are sick at the time of your appointment, we will switch all upcoming appointments to telemental health until you are no longer sick.

**Please be mindful of our late cancelation/no-show policy. If you have NOT tested positive for COVID-19, you will still be required to cancel your appointment 24 business hours before your appointment. The late cancelation/no-show fee is still in place for individuals who have non-coronavirus-related cancelations. Please call 24 business hours in advance to cancel your appointment if needed.**

## **YOUR CONFIDENTIALITY IN THE CASE OF INFECTION**

If you have tested positive for the coronavirus, The Practice may be required to notify local health authorities that you have been in the office. If The Practice has to report this, The Practice will only provide the minimum information necessary for data collection and will not go into any details about the reason(s) for our visits.

If any member of The Practice team tests positive for the coronavirus, you will be notified as soon as possible. You may then take appropriate precautions and move to a telemental health arrangement. **PLEASE STAY HOME WHEN YOU ARE SICK AND REQUEST TELEMENTAL HEALTH SERVICES.**

*Thank-you very much for your cooperation and doing your part to keep us all safe.*