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Dear Client,

I am writing this notice to communicate my office policies in light of the current coronavirus/COVID-19 outbreak.

Hand sanitizer is available in the waiting area and in my office. I wash and sanitize my hands before each in-person appointment. Common spaces and high-touch areas (doorknobs, light switches, etc.) are cleaned frequently with bleach wipes and other disinfectant cleaners.

To minimize community spread of coronavirus/COVID-19, I am requesting that clients not attend sessions in the office if experiencing a fever, sore throat, cough or shortness of breath OR if there is reason to believe clients have been exposed to COVID-19, even if currently symptom free.

To help this effort, I will waive any fees for missed appointments and late cancellations for those with symptoms (fever and cough or shortness of breath) or exposure.

In-person sessions can resume after two solid symptom-free weeks. This waiver takes effect immediately and will be temporary. Once the threat has decreased the standard policies for late cancellations and no shows will resume.

I also offer an online, secure, HIPAA-compliant platform that allows for video sessions to be delivered remotely.

The option to conduct our visits via telephone (whether you are "self-quarantined" or if you just prefer this option) is also available.

If you use insurance, please check with your insurance about the option to utilize telephone/video sessions.

Although this is undoubtedly a stressful time, we are in this together and we can weather the storm by working together. Things will get better!

Thank you and be well.

Sincerely,

Jennifer E. Phillips, PhD  
Licensed Clinical Psychologist