

Dear Patients,

The health and well-being of Psychology and Counseling Associates' patients, therapists, administrative staff, and all others are paramount. We wanted to keep you up-to-date on everything we are doing since the outbreak of the coronavirus (COVID-19).

First, many of our therapists are using HIPAA compliant telehealth platforms so that you can receive services from the safety of your own home. Please call our office staff to inquire about these services.

Please note that we are using the Pennsylvania Department of Health and CDC as our primary resources for information. If you are coming to our offices, we are taking the following precautions as per recommendations:

- All staff, therapists, and patients (clients) are required to use masks
- All staff, therapists, and patients (clients) are required to maintain safe distancing
- Office seating has been arranged to maintain appropriate social distancing
- All surfaces are frequently disinfected
- Therapists and patients (clients) are required to wash their hands with soap and water (or hand sanitizer) before each appointment.
  - Hand sanitizers are available in each waiting room and in therapy offices.
  - Restroom soap dispensers are regularly filled
- Our maintenance team has been wiping down all surfaces each night. We have asked our staff and providers to stay at home if they feel sick, experience any symptoms, or have been exposed to anyone with the virus.
- Payment is handled either by phone, by our website, or by mail to eliminate having to touch credit cards or money.

If you have been out of the country or state recently, exposed to anyone who has been out of the country, exposed to anyone with this virus, are experiencing any symptoms, or feeling sick in general, we kindly ask that you do not attend a session in person. We will not charge you for late cancellations due to these important reasons. Please call your physician with any concerns. Also, call your therapist to inquire about switching to telehealth appointments.

We understand that this is a very difficult time and we want to help you as much as we can. Thank you for taking the time to read through these important messages. We look forward to continuing to provide safe and effective care for you.

Psychology and Counseling Associates Management