

## Coronavirus Precautions and Guidelines for our Patients

PsychBC and our affiliates are actively assessing the Coronavirus situation and crafting a thoughtful plan to address potential consequences. Our goals are to protect the health and well-being of our staff, clinicians and patients while maintaining continuity of care for our patients.

### What we are doing:

- Continuing to follow updated disease transmission precautions outlined by the CDC. ([www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html))
- Increasing environmental cleaning throughout our offices during the day and evening.
- Ensuring clinicians and staff are utilizing safe hygiene practices.
- Instructing staff and clinicians to self-quarantine if they have flu like symptoms, have traveled to high risk areas as defined by the CDC, or have had contact with anyone with COVID-19.
- Taken steps to decrease contacts by having patients load their own credit cards into machines when necessary, recommending against hand shaking, etc.
- Removed magazines and toys from waiting rooms.
- Ensuring continuity of care by offering services through telehealth (videoconference) for patients and clinicians who may be quarantined.
  - We have been providing telehealth services since 2016 and the effectiveness of these services in behavioral health care is well established.
  - Most health plans cover behavioral health services provided by telehealth the same as in-office.

### What you can do:

- If you are unable to come to the office because you have flu like symptoms, have traveled to high risk areas as defined by the CDC, or have had contact with anyone with COVID-19, please contact our office and/or clinical provider, to see if you may be able to change your appointment to telehealth, and utilize online video conferencing from your home. Coverage by health plans is subject to verification of benefits.

- Practice good hygiene as recommended and updated by the CDC ([www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html](http://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html))

including:

- Cover your cough/sneeze with a tissue, then throw the tissue in the trash or cough/sneeze into your elbow.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Discontinue shaking hands
- Only bring essential individuals to our office

We will continue to provide updates as more information is available. Thanks for your commitment to helping us make our practice a safe place to receive the highest quality behavioral health services.

Respectfully,

Cindy Swisher  
Division President