

## Office Procedures During COVID-19

During this difficult period, we understand people are rightly concerned about their health and safety due to the COVID-19 outbreak. To the extent possible, we are planning to stay operational to support all our clients through this uncertain time period.

We would like to let you know that we are taking recommended precautions and making changes and accommodations.

We want you to know that we are using enhanced sanitizing procedures and cleaning the office regularly.

If you are sick at all, please cancel your appointment. If you have traveled to areas with wide-spread outbreak, please talk to your clinician or the office. Our clinicians are doing the same. We will waive short-notice cancellation fees for reasons of suspected illness during this challenging period of time.

Together, we can all practice recommendations from the CDC to keep our office safe. When entering the office, please wash hands thoroughly with soap and warm water for at least 20 seconds and our clinicians are doing the same. Also, practice social distancing guidelines while you are waiting (e.g., keeping physical distance between you and others and refrain from physical touch such as handshaking).

Whenever possible and when mutually agreed upon, we have access to a secure telehealth platform. Note that insurance coverage of telehealth is constantly changing, and at this time, not all insurances cover. We will do our best to gather accurate coverage and please contact your insurance company to confirm.

We care about you and your health! Please feel free to contact us with any questions or concerns.

**The Providers at Well Life Counseling and Consulting, LLC**