

**Jonah Green and Associates, LLC**

**3930 Knowles Avenue #200**

**Kensington, MD, 20895**

**Response to COVID-19: Updated 3/15/2020**

We know that the rapidly evolving COVID-19 developments has been very concerning to many in our community. As we communicated last week, we want you to know that the health and safety of our clients is our #1 priority.

In light of the evolving situation with COVID-19, we want to update you regarding the additional measures we are taking to maintain sanitary conditions at our office.

**Office Policies and Procedures**

-In addition to nightly cleaning, we are now incorporating daily cleaning of all common surfaces, including light switches, doorknobs, and handles.

-Each clinician is regularly wiping down commonly used surfaces in their individual offices.

-All toys, books, and magazines are removed on a temporary basis from the waiting areas and other common areas.

-The "key" system is temporarily suspended for restrooms. Restrooms on the first and second floor will be unlocked.

-We are offering bottled water, and suspending the use of water canisters until further notice.

-Our "check-in" system via the Ipad Kiosk is suspended. You are welcome to text your clinician if you are not seeing them.

-All waiting room chairs are now separated from each other by several feet.

-We've asked that all clinicians and clients thoroughly and regularly wash their hands before and after each session.

**Client Responsibilities/Suspension of Late Cancellation Charges**

-We require that all clients who have traveled to a "high risk" country or who have been exposed to someone with COVID-19 follow the CDC guidelines and not come in to the office for appointments for a minimum of 14 days.

-If you are feeling unwell or exhibiting any cold or flu-like symptoms, please stay home while you are not feeling well and until you are no longer experiencing symptoms so as to ensure that other do not get sick. If you need to cancel your appointment less than 24 hours before your next scheduled appointment, **there will be no charge for late cancellations**. This will not be honored if you do not contact your clinician beforehand.

-If you come to the office showing overt signs of illness, your clinician will ask you to return home without a charge.

### **Teletherapy/Suspension of Remote Credit Card Charges**

All JGA clinicians are now offering HIPAA-compliant teletherapy. **Remote credit card charges**, ordinarily 3% of each session, are **temporarily waived**. We now have a separate consent form which provides more specific information regarding this model in the “Forms” section of our website. To consent to teletherapy, please sign [this form](#), scan it or take a photo of it, and return it to your therapist via email.

Please note that while teletherapy is increasingly recognized by most major insurance plans, some plans may not recognize it as a covered service, so please check with your insurance company in advance.

### **Schedule Changes and Disruptions**

-In the event of school closures or quarantine requirements, your clinician may temporarily shift their schedule. In case this occurs, your clinician will offer alternative options, such as teletherapy or changing your appointment time.

### **HIPPA and Privacy**

-The United States Department of Health and Human Services has recently announced that healthcare providers may be required to disclose a minimum necessary amount of patient information to protect public safety in the event a healthcare provider were to contract COVID-19. In such an unlikely event, your clinician will do their best to ensure your privacy and limit the scope of the disclosure. They will also inform all impacted patients of the scope of the disclosure ahead of time.

If you have any further questions, please feel free to contact your clinician. Thank you in advance for your understanding.