

June 29, 2020

WYNNS FAMILY PSYCHOLOGY

CORONAVIRUS UPDATE

As we continue to monitor the current health crisis and as our state continues to re-open, we wanted to reach out.

At this time, our Cary, North Raleigh and Greensboro locations continue to operate on a modified schedule. At this time, no one in our office has shown any symptoms and our office has implemented a variety of health sanitation/ cleaning procedures as well as revised our office procedures in order to help mitigate the spread of the virus.

In the event that you are concerned, we want you to know that our office still offers telehealth services and will continue to do, as our state continues to re-open the economy.

However, we do recognize that telehealth may not be an appropriate fit for all clients. In such circumstances, some providers are able and willing to offer in-person appointments at this time. For those clients looking to have in-person appointments, please speak with your provider. We also ask that you adhere to the following procedures:

- You will be asked to sign an informed consent form that outlines the potential risks of attending in person appointments as well as agreeing to our current office protocols designed to help mitigate the spread of COVID-19. The following bullet points are offered as a summary and are not inclusive of the items included on the consent form.
- If you are ill and have an in-person appointment scheduled, we definitely don't want you to worry about missing appointments, just let us know you can't make it.
- If you feel that you or someone you know are having symptoms that meet the CDC guidelines for COVID-19, please **DO NOT WALK INTO THE OFFICE**. This will help keep other clients and staff safe and healthy.
- When you check-in, you will be asked to verify your answers to the following questions. If you arrive for your appointment and are unable to meet because of a yes answer to one of the questions, you may have late cancellation charges for your appointment. In the 14 days prior to your appointment....
 - Have you been in contact with anyone who has been diagnosed with COVID-19?

- Have you or anyone in your household exhibited any symptoms of COVID-19 as defined by the CDC?
- Have you or anyone in your household traveled outside the state of NC in the past 14 days to CDC high-risk areas?
- For our youngest clients (preschool), has your child attended preschool/daycare within the past 14 days?
- We ask that current clients arrive on time for their appointment in order to minimize waiting time.
- We ask that clients follow all posted signs in the WFP lobby to help with social distancing measures.
- We ask that parents/ family members **do not** remain in our lobby during the appointment period and return for “pick up” at the agreed upon time with your provider.
- We ask that once you check-in, you will either wash your hands or use hand sanitizer prior to the start of your session.
- In accordance with CDC guidelines, you are strongly encouraged to wear a mask in the common areas of the WFP office.
- Please let your child(ren) know ahead of time, that WFP staff members will not engage in physical contact such as handshakes, hugs and high 5’s.

Please note, that at any point you feel you would prefer to initiate/ restart telehealth services, you are encouraged to speak with your provider.

If you would prefer a “contactless” payment option, please either complete an authorization form to keep your card on file or make payment *prior* to your session online via the WFP website.

Additionally, we want to let you know that the WFP is also taking steps to help minimize the risk of exposure to COVID-19. Our office continues to implement strict sanitizing/ cleaning procedures and will continue to implement procedures designed to help ensure social distancing among our staff.

If you are looking for more ways to educate and protect yourself and your family, visit the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention.html>

If you have further questions regarding our procedures or current services, please do not hesitate to ask. We truly value the work we get to do alongside you and your family.

Remember, stay calm, and wash your hands 😊 , and we will get through this together.