



Dear Client:

As the cases of Coronavirus (COVID-19) in Georgia and around the world increase, we want to remind you that we take your health, safety, and overall well-being very seriously.

At this time, our office is **currently open** with no disruption in services or modified hours. Your therapist is continuing to see clients during their regularly scheduled days and hours; however, we are continuing to monitor the COVID-19 pandemic very carefully and have, what we believe, a smooth transition plan in place in case we must close the office completely. As a team, our therapists and staff will continue to make daily decisions regarding the status of our office. As you know and understand, these changes may happen abruptly depending on the COVID-19 status in Georgia and globally so we appreciate your patience and will update you immediately of any changes. We have also changed our cancellation policy to reflect a 12-hour cancellation notice instead of our traditional 24-hour cancellation notice. We know that even this change may still not be feasible for many of our clients but will still ask you to provide a cancellation courtesy as soon as possible.

We do ask that you **DO NOT** have an in-person session if you are sick, feel sick, have come in contact, or think you may have been in contact with someone infected by Coronavirus. If that is the case, we want to remind you to 1. Seek medical care, 2. Stay home while awaiting the test results, and 3. If you have been exposed to COVID-19, inform us immediately so that we can make immediate and necessary precautions while updating other clients so that they can make informed decisions regarding their own healthcare. **In accordance with our ethical and HIPAA guidelines, we will not disclose any potentially identifying information of your exposure.**

We understand that some of you may now be unable to attend sessions in person for various reasons (limited to no child-care, a change in your work schedule, 100% social distancing, already compromised immune system, etc.) so to limit a gap in your treatment, you may **call the office** to request to be considered for tele-health counseling via phone and/or video (some restrictions may apply). If you do not feel well enough to conduct your scheduled session even via teleconferencing, please contact us immediately so that we can adjust any fees related to a last-minute appointment cancellation (medical documentation may be required).

You can still have your session via tele-mental health services. We are doing our best to rapidly confirm that your insurance/EAP company will support these services; however, not all insurance companies cover telephone and/or video sessions, therefore, we do ask that you also assist us by calling your insurance provider for verification of tele-mental health coverage.

We will use either telephone sessions (your therapist may contact you from a blocked/restricted number so please be sure to answer) or video conferencing through **Doxy.me; your therapist will let you know which option.** If you are a new, never before seen client, we will ask you to take a few extra steps to verify your identity. All clients, new and current, will need to sign our updated tele-mental health

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informed consent, as well as maintain your current payment information on file so that we can continue to collect your payment responsibility.

For those wishing to continue to come to the office, we have taken additional steps to promote the health of our awesome team of clinicians and staff, as well as you, our clients! We are disinfecting our office and hard surfaces several times a day and have also increased our cleaning schedule with our outside cleaning company until further notice. As a general precaution, you may also see staff and your therapist wearing gloves during payment and paperwork transactions. To help us continue to help you, we ask that you follow the precautionary guidelines set by the Centers for Disease Control (CDC) and World Health Organization (WHO) by washing your hands thoroughly with soap and water, limit touching your mouth, eyes, and other exposed areas with your hands, maintain a social distance between you and anyone coughing or sneezing, and cough and sneeze in a tissue then throw the tissue away. You may visit the CDC and WHO websites for more detailed public health information.

Remember, it is normal to feel stressed, worried, anxious and even angry during times like this. You can talk to a trusted individual and your therapist about your feelings. If you must quarantine due to either direct exposure or to reduce your risk of exposure, it is possible to maintain a healthy lifestyle (proper rest, eating nutritious meals, laughing, talking to friends or loved ones via phone, text, and email, etc.).

Again, we thank you for your business and we look forward to "Offering a *New Vision* to Meet Your Life's Destiny!"

A handwritten signature in blue ink that reads "Kristy Christopher-Holloway, EDD, LPC, PMH-C". The signature is written in a cursive style.

Dr. Kristy Christopher-Holloway, LPC, NCC, BC-TMH, CPCS, ACS, PMH-C
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