



Update on Albertina Kerr's Outpatient Mental Health Services Effective 3/17/2020.

In response to the extenuating circumstances of COVID-19 precautions, and in order to continue to support all the kids and families we work with, as well as keep you, ourselves, our families, and our community safe and healthy, we will be transitioning to a Telemedicine platform in order to continue to provide all current Outpatient Mental Health Services. This includes Individual and Family Therapy, Psychiatry, Skills Training, and Peer Support services.

We will be utilizing either phone or a HIPAA secure video conferencing platform called Microsoft Teams. Microsoft Teams is a video conferencing tool which is free for all clients to utilize. You will be able to access the Teams video conferencing platform on your phone if you download the free app when prompted, as well as your laptop/desktop/tablet by either downloading the app or through your web browser.

To access Teams on your device you can follow this link to the Teams Website: <https://products.office.com/en-us/microsoft-teams/group-chat-software> and click the "Sign Up for Free" link found in the middle of the page, or download the app from your app store. You will also be receiving an email from your provider with an appointment invite that will contain a link to access Teams.

You will be receiving a Telemedicine specific "Informed Consent to Treat", which describes industry standard "possible risks". Please review this document and consult with your provider, or their supervisor, with any questions or concerns. As many of you may already know, Telemedicine is an established therapeutic intervention that has been utilized for a wide variety of presenting concerns. We will be utilizing industry standard practices to ensure that all Telemedicine sessions meet the specific HIPAA guidelines. To help ensure your privacy we ask that all Telemedicine sessions occur in a secure location to ensure your Protected Health Information (PHI) and the content of the session cannot be seen or overheard. Your provider will support you with reminders at the beginning of each session.

Our goal is to provide all Outpatient sessions through Telemedicine, but we understand that may not be a viable option in some instances. When that is not an option we will be utilizing current precautionary standard screening protocols. Our current screening protocols include the following criteria:

- Have you or someone close to you experienced the following symptoms within the past 14 days: fever, cough, shortness of breath, or sore throat?
- Have you or someone close to you been confirmed to have COVID-19 or are receiving testing to rule out COVID-19?
- Have you or someone close to you traveled to an affected area in the past 14 days (overseas, U.S. "Hot-spots")?
- Have you had a temperature of 100.4 within the last 14 days?

This criteria can be found on the Kerr website, as well as posted at our office. Please note, these criteria may change over time.

Please reach out to your provider or their supervisor if you have any questions or concerns. And, thank you for working with us to ensure you receive the support and care you need.