

COVID-19 Response Plan
March 12, 2020

1. Oak Hill Psychological Services, PLLC is closely monitoring the ongoing Coronavirus Disease 2019 (COVID-19) outbreak. As the situation continues to change rapidly, **our top priority remains the health, safety, and well-being of our patients, staff and therapists and their families and our community.**
2. Oak Hill Psychological Services office remains open and operational with appropriate measures in place to protect the health of our patients. We will continue to update you regularly to keep you informed of additional measures as they are implemented. We are **cleaning surfaces commonly touched** with disinfectant wipes several times each day.
3. **Teletherapy** may be used to receive services from your home during your regularly scheduled appointment time. Please contact your therapist directly to discuss this option.
4. If you have used **insurance** for your services here, be sure to check directly with your provider to see if “telehealth” or “teletherapy” is part of your plan’s coverage.
5. Our normal **cancellation window** of 48 hours (to ensure no late cancellation fee) is currently suspended as of March 12, 2020 until further notice. Please kindly call the office as soon as possible if you must cancel without 48-hour notice.
6. In the unlikely circumstance of an **office closure**, we will provide advance notice and offer options (such as teletherapy) for continuing services.
7. We recommend following only **reputable news sources**, such as the US Center for Disease Control and the Virginia Department of Health, to receive updates and direction on protecting you and your family.

<https://www.cdc.gov/coronavirus/2019-ncov/faq.html>

http://www.vdh.virginia.gov/content/uploads/sites/13/2020/03/COVID-19-FAQ_3.6.2020.pdf