

COVID-19 Response Plan, Revised

April 25, 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 operational through the use of virtual services for teletherapy only at this time.** We understand this may present specific challenges and encourage you to reach out to our staff if you have concerns or need assistance in navigating the new format.
3. 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.
4. **No-show session fees will be reinstated as of Tuesday, April 14th.** However, *we will continue to have a liberal cancellation policy with no late-cancellation penalties or fees* due to the rapidly changing nature related to emergent, unplanned, and unprecedented circumstances related to COVID-19 and associated telework, homeschooling and caregiving.
5. We recommend following only **reputable news sources**, such as the U.S. Center for Disease Control and the Virginia Department of Health, to receive updates and direction on protecting yourself and your family.

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

<http://www.vdh.virginia.gov/coronavirus/>