

Westhampton Family Psychologists, P.C.

***** Please note that we currently have appointments available for psychological and psychoeducational testing with little to no wait time. Contact our referral coordinator at 804-673-0100 ext 256 to inquire about details and scheduling. *****

COVID-19 Notice to Patients

May 26, 2020

Dear Valued Patient,

As part of our ongoing effort to keep our staff and patients safe, WFP would like to take this opportunity to provide you with an update on our current office practices. WFP continues to review and enforce precautions recommended by the Virginia Department of Health, Governor Ralph Northam, the Occupational Safety and Health Administration (OSHA), and the US Centers of Disease Control and Prevention (CDC). Based on standardized risk assessments, WFP's business operations currently present a low exposure risk to patients and staff. In response to the most current recommendations, WFP has made many modifications to our normal business operations.

WFP is currently open and operating under slightly abbreviated office hours. The administrative office is currently open from 8 am – 4:30 pm, Monday through Friday. Our clinical staff continues to provide services both in-person and through remote telehealth platforms. WFP will continue to offer telehealth appointments for the foreseeable future. However, in light of current recommendations, WFP is also accepting patients in the office by appointment only. To help keep our staff and patients safe, we ask that all patients who attend in-office appointments review the following guidelines and restrictions:

- Patients scheduling and attending in-person appointments will be asked a series of screening questions regarding respiratory symptoms and exposure risk. Based upon answers to such screening questions, patients may be requested to reschedule for a later date. We ask that any patient who is running a fever, experiencing respiratory symptoms, or has been exposed to COVID-19 in the last 14 days please refrain from attending appointments in our office at this time.
- Patients attending in-office appointments at this time will be asked to signed an Informed Consent form regarding WFP's current office practices in response to COVID-19. This informed consent will outline expectations and recommendations for patients visiting the office for appointments.
- Per Governor Ralph Northam's recent mandate, patients attending in-person appointments at Westhampton Family Psychologists on or after May 29, 2020 will be asked to wear a mask in the common areas of our building and office suite until further notice. Patients and providers may remove their masks at their discretion once patients and providers are located within the rendering provider's personal office.
- While some of our clinical providers are beginning to return to the office to hold in-person appointments, many providers and patients wish to continue telehealth appointments exclusively for the foreseeable future. Please contact your provider directly to inquire about their current status.

- Both WFP staff and Property Management personnel continue to adhere to increased sanitizing efforts in our office and in the building common areas. To encourage good hygiene and reduce the spread of illness, WFP has provided alcohol-based hand sanitizer throughout our office for patient use. Offices and common areas are being sanitized with usage-based cleanings in addition to regularly scheduled cleanings by the Property Management's housekeeping staff.
- WFP encourages patients to wear a mask or any other items of PPE that make you feel more at ease when attending in-office appointments.
- Please note that you can visit our website at www.wfp-help.com to learn about a free mobile application that allows patients to check in from their cell phones, thereby eliminating the need for patients to touch the communal iPad at the front desk.
- We encourage all patients to consider keeping a credit card on file in our PCI-compliant billing system to eliminate the exchange of cash, checks, and credit cards at check-in.
- WFP is making every effort to encourage the use of social distancing during our daily business operations. As such, we request that patients/patient families attending in-office appointments refrain from bringing guests along to the appointment(s). We request that anyone who must wait for a patient to please consider waiting outside or in their car. Parents or other family members may provide the front desk staff with a contact number so that administrative and clinical staff can contact family members by phone at the end of the patient's appointment.
- To appropriately respond to any risk of exposure, we are currently requesting that all patients please notify their rendering provider directly if, within 14 days following an in-office appointment, the patient develops a fever, develops respiratory symptoms, or learns of a recent exposure to someone with COVID-19.
- We encourage patients and parents to contact the front desk or contact their provider directly with any questions or concerns.

The success of WFP's reaction to COVID-19 and the safety of our patients and staff depends on the good judgement of our patients and staff members. Thank you for your attention to this matter and your discretion in attending in-office appointments. Please contact the front desk or your provider directly to learn more about scheduling and telehealth options for the foreseeable future.

As always, thank you for allowing Westhampton Family Psychologists to serve you and your family.

Regards,

WFP Management

**1503 Santa Rosa Road, Suite 105
Richmond, Virginia 23229
Tel. 804-673-0100 • Fax. 804-673-8054
www.wfp-help.com**

