

COVID-19 (Coronavirus)
and The Cognitive Therapy Institute, APC
La Jolla, California

**Online and Telephone Therapy Options
Safety Policies, Appointments, and Procedures**

We as a staff at The Cognitive Therapy Institute are thinking of you in this difficult time, and we hope to offer some options to ensure your safety as well as continuity of access to therapy and our support.

Given the current status of the **coronavirus (COVID-19)** outbreak, and the guidelines and recommendations of the Center for Disease Control [CDC](#) and the County of San Diego (see sandiegocounty.gov/coronavirus), **we are now offering online or telephone therapy as an option for all Cognitive Therapy Institute (CTI) clients.** Your therapist or our office staff will be in contact with you with instructions, but you certainly can contact them or call our main office at 858.450.1101 for further clarification. We will be using a HIPPA complaint online platform, **VSee**, to ensure privacy if you use online therapy and we will assist you with the process. Telephone therapy is also an option. You can go to vsee.com to get set up if planning for online.

We particularly advise patients/clients 65 and older, as well as any clients who have had a lung condition, diabetes, immunocompromised condition, or other chronic illness or vulnerability, to let your therapist know and to pursue the phone or online therapy option. For potential new clients, we will offer a phone or online evaluation and intake in most cases (there may be exceptions). Also, at this time and until the CDC or local authorities suggest we are past the high risk period in our area, **we are suspending any late cancel fees** for those who cannot pursue the phone or online therapy option as a substitute way to hold your therapy session.

I do insist that **any client or prospective client who has symptoms suggesting any possibility of COVID-19W, or anyone who has had known exposure to someone with this virus, inform us by phone immediately and plan on not coming to the office.** This is important to also ensure that we do our best to protect others from current risk and so that we could inform others who might have had exposure if you had come to our office recently. Your therapist can speak with you regarding planning for therapy by telephone or online.

For those whose therapist is coming to the office, who do not have any known history of exposure to the virus and do not have any possible symptoms suggesting possible coronavirus or flu, and are electing to come in for face to face therapy, we assure you that we are honoring the recommendations of CDC regarding proper hygiene. We have Purell and Lysol available and used in the office. Further, our management company, Protea Property Management, is adding protocols for frequent disinfecting and cleaning.

The symptoms that suggest the possibility of coronavirus (or other flu) include, but are not limited to:

- sore throat, cough, runny nose, fever, difficulty breathing (severe cases)
Source:<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Additional symptoms that might suggest the possibility of coronavirus include:

- muscle or joint ache, low-grade fever, chills, headaches, and whole body fatigue or symptoms
- possible symptoms that also indicate possible risk and which could be concerning to others around you include sneezing or compromised throat conditions

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