

## **Insight Out Therapeutics' New Office Policies (Re: COVID-19)**

We at insight Out would like to thank you for your patience with us during the uncertainty of the pandemic crisis. We know that it has been challenging and we truly appreciate that you have stuck with us through the changes. As we find the world getting ready to move into summer and into what will be our ever-changing “new normal,” we are preparing to reopen our doors to face to face individual sessions...with a fair amount of caveats: **(PLEASE NOTE VIDEO SESSIONS WILL BE AVAILABLE THROUGH THE PANDEMIC CRISIS AND BEYOND)**

We will maintain the following requirements for ANYONE seeking in person sessions INDEFINITELY:

1. Everyone (including staff) will be required to submit to contactless temperature checks prior to entering the building.
  - a. If the client, chaperone, or employee has a temperature of 99.9 degrees Fahrenheit or higher, they will not be permitted to enter the building.
    - i. Clients will be asked to complete a video session or will be asked to reschedule their appointment.
    - ii. In order to ensure the health and safety of everyone involved, we will always rely on the infrared thermometer reading, and err on the side of an abundance of caution.
2. We will require masks (staff will utilize masks and gloves when having anything other than therapeutic contact with a client or chaperone) to be used OUTSIDE the therapeutic session by clients, chaperones, AND staff (appointment scheduling, payments, etc.).
  - a. All persons entering the building, will be required to sign a Waiver of Liability prior to being allowed to enter (this must only be completed once and will be kept on file for 1 year).
  - b. All persons entering the building will be asked to either use hand sanitizer or wash their hands for a minimum of 20 (twenty) seconds prior to the beginning of session (soap and hand sanitizer will be provided).
  - c. Should a non-staff member need a mask, a disposable triple layer mask will be provided.

- d. Should a client, or chaperone require their therapist to wear a mask, we will immediately comply for the duration of the session, and we will ask that everyone in the therapy room do the same.
  - e. We will require CONTACTLESS interactions and an appropriate six (6) foot social distance between clients/chaperones, and staff at all times, including in the therapy session (our office spaces have been reconfigured to allow this at all times).
    - i. When scheduling and paying for the sessions, we will provide contactless payment options.
      - 1. We will no longer accept checks or cash as payment for the foreseeable future, and as explained in our financial agreement, payment is expected PRIOR TO services being rendered.
        - a. We STRONGLY advise you to keep your credit/debit/HSA card on file with us via Square to minimize any payment issues.
3. We will STRICTLY adhere to specific time limits for each session:
- a. 53-minute sessions for each client
    - i. This will be done to clean and disinfect all common, work, and therapeutic areas prior to the therapist's next session.
    - ii. If a session must (due to crisis, for example) go over that 53-minute timeframe, the therapist will make the appropriate changes to his/her schedule. (Your understanding in this will be appreciated as it will be the exception and not the rule).
  - b. Chuck's sessions will begin on the half hour (e.g. 9:30, 10:30, 11:30, etc.).
  - c. Stefanie's sessions will begin on the hour (e.g. 9:00, 10:00, 11:00, etc.).
  - d. Grant's sessions will begin on the quarter hour (e.g. 9:15, 10:15, 11:15, etc.).
4. The maximum number of people in the building will always be restricted to the following:
- a. Each client will be expected to enter the building unaccompanied
    - i. If a client is under the age of 18, the client will be allowed to have only one parent/caregiver/chaperone over the age of 18 with them for the appointment.
      - 1. The accompanying adult may be in the session for as long as necessary and then will be asked to return to their vehicle until the conclusion of the session.
      - 2. We ask that if you have more than one child and only one is being seen by the therapist, you:
        - a. make other arrangements for the other children.
        - b. use the video session option.
        - c. DO NOT LEAVE ANY CHILD UNATTENDED IN THE VEHICLE AT ANY TIME.

- d. understand that we will not be allowing non-client children or adults without an appointment to wait in the waiting room.
5. We will require the following procedures to be followed for each session:
  - a. Upon entering the parking lot, you will find signage instructing you to call/text your arrival.
    - i. We ask that you do not arrive more than 15 (fifteen) minutes prior to your appointment time.
  - b. A staff member will come out to you **as soon as possible** (we may be on the phone or otherwise occupied in other office duties), to collect payment from you, and schedule follow up appointments with you (this will no longer be done by your therapist at the conclusion of the session).
  - c. The staff member will notify your therapist of your arrival.
  - d. We ask that you **remain in your vehicle** as you wait for your therapist to come get you from the parking lot.
    - i. If you are a parent/caretaker of a client under the age of 18, and want to share information with your child's therapist, you must do so in the session and NOT in the parking lot, as this is not a private location, and we cannot, under HIPAA guidelines, have that conversation in a non-secure location.
  - e. As previously mentioned, if you are a caretaker/parent of a minor client, we ask that you return to your vehicle upon conclusion of your portion of the session to await the conclusion of your child's session.
    - i. Upon conclusion of a minor client's session, the therapist will walk the client out to your vehicle.
      1. Due to liability concerns, we ask that you do not leave the parking lot while waiting for your child's session to be completed.
      2. If there is information that your child's therapist needs to pass along to you during the session, you may be asked by a staff member to return to the office with your child's therapist.
6. These rules will apply, without exception, for the foreseeable future. We do want you to remember that you have a choice to continue with virtual therapy appointments via telehealth.
  - a. At this time, several commercial insurance companies are waiving co-pays, co-insurance, and deductible criteria when utilizing tele-mental health services. THIS MAY BE RESCINDED IF YOU RETURN TO IN-PERSON SESSIONS.
    - i. If that is the case, and your sessions no longer meet the requirements set forth by your insurance company for COVID-19 related expenses, you will be responsible for any amount that your insurance company does not cover.