

## COVID -19 PREVENTIVE MEASURES

During this time of heightened anxiety and stress, due to the COVID-19 virus, it is important to have access to mental health treatment. The situation surrounding the coronavirus continues to evolve and we will do our best at the Better Mood Clinic of South Georgia to keep you informed on changes and implement additional precautions/services necessary to ensure patients and staff are protected as much as possible from being affected by COVID – 19 Virus.

Here is a summary of the measures we have taken:

- Lobby furniture is wiped down daily with Lysol cleaner and/or Clorox wipes
  - Lysol is sprayed though out the day in lobby and used areas
  - Phones are wiped down at least daily
  - Doors, door handles and counters in public areas are wiped down throughout the day
- A forehead thermometer is available if needed to assure your temperature is normal. It will be wiped down immediately after each use
- Gloves are used by staff when touching something or someone to include any delivery
  - Staff offices and building are sprayed with Lysol throughout the day
  - During reminder calls, patients are advised of these precautions and treatment options
  - When calls are received, the caller will be apprised of the measures taken

To provide more treatment options, we are diligently looking into Telemental Health to get more clarity on requirements needed for each managed care company.

Additionally, there are notices and policies noting our precautions.

### **Door Notice:**

If you have been exposed or think you have been exposed to the COVID – 19 VIRUS, please call to reschedule when you are cleared of the virus or have tested negative. If you are not sure or have a question, please enter the door on the far right when facing the building (our conference room) and have a seat. A provider will check in with you shortly. If you are not sure or have a question, please enter the door on the far right when facing the building (our conference room) and have a seat. A provider will check in with you shortly. We are also looking into Telemental Health options and will let you know when they are in place. To allay your fears as you enter, we have and continue to sanitize the building throughout the day. There is more guidance inside posted as needed. Sanitizer and Clorox wipes are available as needed. Thank you!

### **Lobby notice:**

In our efforts to reduce risks and ensure your health, we are asking that only the patient, or child, if they are the patient, be with one parent while in the waiting area. Also, please sit a seat away from those not within your family. If at any time you are uncomfortable let the front staff know and we will have you wait in another room. Thank you!

**Check in:** Patients are asked the following questions:

The Better Mood Clinic has implemented many measures to protect you and others from possibly getting the COVID – 19 virus. In addition to sanitizing the building (doors, doorknobs, seats, phones... a list of additional measures will be provided to you as needed), we would like you to answer the following questions:

- Do you currently feel ill and possibly have a fever? YES / NO
- Do you have a cough and/or recent breathing issues? YES / NO
- Have you possibly been exposed to someone with COVID – 19 virus? YES / NO
- If after you leave the Better Mood Clinic you start to have symptoms,  
or you test positive, or presumed positive, you will let us know so we can  
take appropriate measures to ensure all of us remain healthy. YES / NO

If you answered “YES” to any of the above, please let the front desk person know. Please exit the door and enter the door on the far right and have a seat in our conference room. Someone will meet with you shortly to review an intervention plan.

Also, if you would like to remain in your car while waiting for your provider, let us know. The provider will be advised, and we will notify you your provider is ready to see you.

Lastly, as we move forward in this unprecedented situation, we may not be able to treat you in the office setting and may need to move to Telemental Health. If this occurs, we will let you know and arrange those appointments with you. Thus, please let us know if you would like to use Telemental Health services by signing the attached Telemental Health services consent form.

In closing, we want to assure you that the Better Mood Clinic of South Georgia are taking this pandemic very seriously, and all of our efforts are designed to ensure that COVID-19 does not prevent our ability to provide you the mental health care needed during this unprecedented and challenging time.

If you have any questions or concerns, please call us at 229-333-2273.

Thank you for your continued trust and allowing us to serve you.