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## COVID-19 UPDATE

As we continue to monitor the impact of the Coronavirus in our local and global communities, please know that Carolina Psychological Associates (CPA) is following all recommendations as provided by the CDC and NC DHHS websites. We at CPA are committed to prioritizing the safety of our clients and staff as the state continues to re-open and recognize the increased stress and anxiety that is associated with this health emergency. At this time, no staff member of CPA has shown any symptoms and our office has continued increased sanitation and cleaning procedures.

We have also altered our office procedures in order to help limit the spread of COVID-19. We will continue to see clients mainly by telehealth but recognize that this is not necessarily a good fit for all clients and the type of services they are seeking. In those instances, some providers are willing and able to offer in-person appointments. For those seeking in-person services, please speak to your provider. As we all take care of one another, please let your provider know as soon as possible if you are not feeling well or have travelled outside the country. This is not the time for us to “push through” any physical symptoms and ailments. If you or someone you have come in contact with begins to experience symptoms consistent with COVID-19, please let your provider know immediately and you will not be charged for the missed appointment.

Until further notice, the following policies have been put in place for any client visiting the office to help ensure everyone’s safety:

1. You will be asked to sign an informed consent form that outlines the potential risks of attending in-person appointments as well as agreeing to adhere to our office safety procedures.
2. When you arrive for each appointment, you will be asked the following:
  - Have you been in contact with anyone who has been diagnosed with COVID-19?
  - Have you or anyone in your household exhibited any symptoms of COVID-19 as defined by the CDC?
  - Have you or anyone in your household traveled outside the state of NC in the past 14 days?
  - For our youngest clients (preschool), has your child attended preschool/daycare within the past 14 days?
3. If you or someone you know are experiencing symptoms consistent with COVID-19, **DO NOT WALK INTO THE OFFICE**. This will help keep staff and other clients safe and healthy.

4. Our waiting room is open with limited capacity. We ask that you not arrive more than 5 minutes before your scheduled appointment.
5. If you are bringing a child to an appointment, only one parent or caregiver may escort the client inside the office if required.
6. Upon entry into the office, we ask that clients follow all posted signs to help with social distancing and hygiene procedures.
7. All clients entering the office will be asked to wash their hands or use hand sanitizer.
8. In accordance with CDC guidelines, we ask that you wear a mask in the common areas of the building and CPA office.
9. Please let your child know ahead of time that staff members will not engage in physical contact such as handshakes, high fives, and hugs.
10. Any client experiencing signs of illness, such as coughing, fever, shortness of breath, or flu-like symptoms will need to reschedule their appointment until they are symptom free (without medication) for 14 days.
11. If you have traveled out of state, internationally or have been on a cruise ship within the last 30 days, you will need to reschedule your appointment until you have been home (and remain symptom free without medications) for at least 14 days.
12. If you have been in close contact (including, but not limited to, being in the same household) with anyone who has tested positive for COVID-19, or has symptoms of that illness (fever, cough, shortness of breath) but has not yet been tested, you will need to reschedule your appointment.
13. If you or someone in your family has tested positive for COVID-19, you must bring proof of having tested negative for COVID-19.

Please note that these procedures may change at any time as we continually monitor the situation.

If you would prefer a “contactless” payment option, please either complete an authorization form to keep your card on file (can be found on our website or can be provided to you by our office staff) or make a payment *prior* to your session by calling our office.

We apologize for any inconvenience but appreciate your cooperation and understanding during this time. In order to continue to provide care, we are offering our clients options which include telehealth. We are able to provide secure, HIPAA-compliant therapy through an online service. This is covered by most insurances at this time, just like an in-office appointment. If this is something that may be of help to you, whether you are experiencing any symptoms or would just feel more comfortable in your own home, please contact your provider to make arrangements. Remember the 3 W's: **W**ear a face covering, **W**ait at least 6-feet apart when standing in line, and **W**ash your hands frequently. We will continue to get through this together as a community! Be well.