



## **IMPORTANT POLICY INFORMATION**

In light of the recent Coronavirus (COVID-19) outbreak, we are contacting you to let you know Mandala Family Wellness will continue to provide you with top-quality care. We are on top of this situation as best we can. Out of an abundance of caution, in order to assure the health and safety of all patients and office staff, if you are not feeling well, or have any symptoms of temperature, coughing/sneezing/runny nose, and/or shortness of breath, we cannot have you come to the office. If you are unable to come to the office, choose not to come to the office, or if the office is closed or quarantined or if your clinician is not available at the office, we will provide telehealth for almost all services including: therapy, psychiatric medication management, psychological testing, and educational consultation.

For most insurances, telehealth is covered no differently than if you came into the office (in terms of co-pay, deductible, etc.). If you need to cancel your appointment due to illness, you will not be charged the late cancel/no show fee during this time. If you choose not to come into the office, then please give us 24 hours advance notice so the session can be completed via telehealth which will also give you time to learn the instructions.

We encourage all patients to monitor the Mandala Family Wellness website as it provides the most current reference: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

If you have any further questions, please contact your provider or our office administration.