

In attendance: Phillip, Kristin, KC, Liz, Erica, Amar, Anna, Kerry

Agenda:

- 1) Check-in's (How is everyone doing)
 - a) We began the meeting with an opportunity to hear from everyone.
- 2) TeleHealth or Office updates (who is where)
 - a) At this point everyone is using telehealth either full time or for part of their sessions.
 - b) Only Kerry, Emily and Amar are still using their offices occasionally.
 - c) We discussed lower reimbursements for telehealth with some insurance plans. We also discussed that some plans consider telehealth out of network and may apply fees to OON deductibles, but not after March 21.
- 3) Restructuring our practices for COVID-19
 - a) Sliding Scale
 - i) We discussed when to use sliding scale and who was applying this for clients.
 - b) Cancellations and No-Shows (technical difficulties for TeleHealth)
 - c) Most clinicians are being stricter as we move forward with isolation. Most shared stories of leniency during the first week of telehealth.
 - i) We discussed ways of communicating with clients via messaging in Simple Practice.
 - d) Changes in schedules?
 - i) Phillip on Fridays, others as needed.
 - e) Accepting new clients?
 - i) Updated Psychology Today page to indicate that we are accepting new clients
 - ii) The RWC page will be updated on Monday to indicate that we are accepting clients and most will be using telehealth
 - iii) Everyone is accepting clients at this time
 - (1) KC has limited availability
 - (2) Erica and Amar are building new caseloads
- 4) Office maintenance
 - a) Cleaning
 - i) Will stop in the near future (Date TBD)
 - ii) Deep cleaning will happen before we all resume "normal" office times
 - b) Supplies (Coffee, creamer, etc.)
 - i) TP - Do not put out in bathroom in bulk - 1 roll at a time.
 - (1) Paper products, soap, and hand sanitizer will be locked in Kristin's office with limited quantities kept in closet
 - ii) Will not be reordered on a regular basis.
 - iii) We will not be ordering supplies on a regular basis while we are not in the office. We understand that this may cause some disruptions for the few sessions that are happening in the office.

- 5) If we are mandated by the government to close, the RWC office will be closed until the quarantine period is lifted. This includes Phillip, Kristin, Adam, Erin.
 - a) It is our understanding that we are considered essential workers. So, using your office is still an option. Cleaning and supplies may be disrupted during this time.
- 6) Self-care
 - a) Staffing cases
 - i) We are all open to calls and google meetings to discuss clients
 - b) How long do you intend to isolate yourself?
 - i) 3 weeks to 3 months (1-2 months average)
 - c) Keeping to a schedule for your clients--blurred lines when working from home
 - d) How often do we want to meet online?
 - i) Decided to meet weekly on Sundays
 - (1) Everyone was sent a google invite with the link to log in.