



Life Journey Psychological Services, PLLC

March 2020

Dear Patients,

Life Journey Psychological Services is on the Essential Critical Infrastructure Workforce list and will continue to provide services to patients. Please call 616-888-1120 to schedule appointments. All of our locations remain open to serve you in person in addition to our ability to serve you remotely through user friendly, HIPPA compliant audio and video technologies. If you prefer to do your therapy sessions remotely as a precaution, do not be intimidated by use of technology. We have attached detailed instructions to this email and your clinician can help you further as well. Below is a quick summary of the options:

For either option, our clinicians will be in a secured room just as if you were in an office at the practice. We ask that you do the same in your home to ensure your privacy from family members and to allow you to stay focused. We also recommend that you use a headset or earbuds during your session.

1. For those who have iPad or iPhones, your sessions can be conducted over Facetime. Facetime is an Apple technology that allows you to see one another over video while also hearing the audio.
2. We have purchased the professional version of Zoom. Zoom is a web-based solution that allows video conferencing from any brand of smart phone or computer. From computer, the clinician can also share work sheets, PowerPoints and other instructional tools.

We are dedicated to the mental and physical health of our patients and staff. This unprecedented global situation evokes stress and anxiety. We are honored that we have been granted permission to continue to serve you in person at the office or remotely under the "necessary business" clause of Executive Order 2020-21.

We would like to remind you that good hygiene practices are the best way to prevent the spread of COVID-19.

- Only go out for essential reasons including emergencies, healthcare appointments, groceries, care for loved ones or animals, etc.
- Stay home if you are sick and advise others to do the same.
- Always cover coughs or sneezes with a tissue or sleeve.
- Avoid close contact with people who are sick.
- Maintain social distancing of 6 feet apart from others.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and warm water for at least 20 seconds. Use an alcohol-based hand sanitizer with at least 60% alcohol if soap and warm water are not available.

We prefer not to have several people in the lobby. If you enter and you can not maintain 6 feet from others in the lobby or if you are more comfortable regardless of numbers in the lobby, please remain in your car and text to inform your clinician you are waiting in the parking lot. Your clinician will then text you when s/he is ready to see you. This will allow you to come into the building and go directly to the therapy room.

Finally, we understand that this illness and the societal response evokes anxiety and stress. Please make sure to discuss with your clinician how you are feeling regarding the uncertainty, financial concerns and other issues that are impacting your life at this time. We want to be there for you to help guide you and give you tools to navigate this pandemic in addition to continuing progress on your existing plan. We recommend you visit <https://www.michigan.gov/coronavirus/> for credible accurate information. Please let us know if you have any questions.