



## **Quince Orchard Psychotherapy**

***Compassionate, Client-centered Care***

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**From:** QUINCE ORCHARD PSYCHOTHERAPY MANAGEMENT TEAM

**Subject:** REOPENING OF IN-OFFICE OPERATIONS DURING COVID19 PHASE 2

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To Our Valued Patients and Our Community,

First of all, we would like to say thank you to our patients and to our community for your dedication to Quince Orchard Psychotherapy and adapting to our solely virtual operations during the past three months. We appreciate your understanding and help in playing our part to prevent the spread of Coronavirus.

As the state of Maryland begins to transition into Governor Hogan's phase two of reopening the state, Quince Orchard Psychotherapy would like our patient's and our community to know that we are dedicated not only to your mental health, but also to your body's physical health and overall wellness. We strongly accept our responsibility to help aide and protect our communities' wellbeing. We are pleased to announce that on Monday, June 15, we resumed partial in-office operations in our Rockville office location, and therefore, we want to inform and share with you the measures that we are taking to help prevent the spread of COVID-19 and to help us protect both you, our patients, and our dedicated staff.

Our Management Team has been hard at work developing return-to-office safety guidelines, as well as procuring personal protective equipment (PPE) as well. We have and continue to monitor the guidelines from the Center for Disease Control and Prevention (CDC) and the Maryland Department of Health. The CDC recommends the following precautionary measures and guidelines to help keep you healthy and prevent the spread of Coronavirus:

- Wash your hands often with soap and water for at least 20 seconds
- Use an alcohol-based sanitizer
- Keep away from others that are sick
- Avoid touching high-touch surfaces in public places
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect household objects and surfaces in your home
- Avoid all non-essential travel

We have informed and mandated that all our employees to follow these guidelines. We have also asked our staff that if they think they have been exposed to COVID-19 or develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, that they refrain from coming into the office, remain home, and call their healthcare provider immediately.

To comply with the CDC's guidelines presented above, and to prevent the spread of illness, we have implemented the following safety measures and guidelines within our offices, which apply to both our staff and patients:

- Social distancing guidelines will be maintained within the office; all patients and staff must maintain a six-foot distance from others while in offices, waiting rooms, and other areas.
- Patients/clients and staff will be required to wear masks while in the office.
- Assessment clients will also be required to wear gloves and a face shield. We will be able to provide these, and they will also be for sale in the office as well for patients.
- Right now, we will only be able to accommodate one testing patient a day in the office, to promote social distancing guidelines and allow staff adequate time to sanitize testing equipment in-between patients. We understand that patients have been waiting for these services to resume, and we appreciate your patience and understanding.
- Hand sanitizer will be provided at the office entrance and must be used upon entering the office.
- We have provided our front desk and clinical support staff with an infrared thermometer to obtain patient body temperature without direct touch or contact.
- There will be no physical contact with others in the office. Our receptionists will have a plastic barrier protecting patients and themselves from spreading of Coronavirus.
- Patients will be asked to wait in your vehicle or outside the office until you receive a text, email, or phone call from office staff indicating that you can enter the office.
- We have designated a specific entrance and exit to our office location, in order to ensure social distancing guidelines are followed and reduce in office foot traffic.
- Patients and staff agree not to present for in-person services or work shifts if you have the following symptoms: a fever, shortness of breath, coughing, or any other symptoms associated with COVID-19 OR if you have been exposed to another person who is showing signs of infection or has confirmed COVID-19 within the past two weeks.
- We have amended our Late Cancellation and No Show policy in order to refrain from charging patients for missed sessions without the adequate 48 hours prior notice, to suspend these payments for patients that have symptoms consistent with COVID-19 or have been exposed to an individual with a confirmed case of COVID-19.
- Increased the frequency of professional cleaning services within our office locations.
- If you are bringing a child or other dependent in for services, you agree to ensure that both you and your child/dependent follow all these protocols.

If you have any questions regarding the adherence to or following these standard safety guidelines, please feel free to ask by directing your questions to us in-person, by phone at (240)750-6467, or by email at [ContactQOP@priviamedicalgroup.com](mailto:ContactQOP@priviamedicalgroup.com).

We will evaluate the re-opening of our Frederick location in July 2020, which is contingent upon staff and patient preferences.

It is an honor and a privilege to care for our community. Be well, and know that if you need us, we are here for you.