

Dear Patients

At Behavioral HealthCare Services, we take the safety of our patients and our employees very seriously. Therefore, we are taking the following precautions to reduce the risk of spreading illness:

- Hygiene: BHS has ramped up cleaning services at our practice and have added hand sanitizer at the front entrance and all main areas accessible to patients, staff, and clinical professionals. Sanitizing wipes are near workstations and counters so that employees can keep them continuously cleaned to monitor our environmental cleaning approach at our practice to ensure that everyone's workspaces and public spaces are cleaned properly and often. We're adopting best practices for cleaning and disinfecting for public spaces as provided by the Center of Disease Control (CDC) and will seek advice from the CDC as needed.

As always, we advise you to protect yourself from illness in the following ways:

- Wash your hands frequently with soap and water for 20 seconds or using alcohol-based hand sanitizer with at least 60% alcohol if soap and water are not available before and after your visit.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Clean and disinfect frequently touched surfaces, like your phone or computer.
- Cover your nose and mouth with a tissue when you cough or sneeze, and then throw the tissue in the trash, or cough into your sleeve.
- Stay home when you are sick, except when seeking medical care.
 - If you are experiencing any respiratory symptoms, please call us before you come for your visit. We will ask you to describe the nature of your symptoms and will ask if you had close contact with a suspect or laboratory-confirmed COVID-19 patient or who has a history of travel from affected geographic areas within 14 days of when your symptoms started.
 - If you are having severe respiratory symptoms, you may be directed to visit the nearest Emergency Room for evaluation and management.

Behavioral Healthcare Services also urges you to please stay informed on the latest developments, and to follow the advice given by national and local authorities as well as your employers on how to protect yourself and others from COVID-19. We greatly appreciate your assistance and understanding as we learn more about the Coronavirus. A great source of information on this evolving situation can be found at [CDC.gov](https://www.cdc.gov).

PLEASE UPDATE YOUR EMAIL ADDRESS ON FILE WITH FRONT DESK RECEPTION

Thank you.

Behavioral Healthcare Management Team