



Dear Valued Client,

We are so excited to be able to provide treatment for you in person once again beginning on May 4<sup>th</sup>. Due to the COVID-19 virus, you will notice some changes and safety measures in our practice. We will be following CDC guidelines for social distancing, wearing face protection, and sanitation in both of our treatment buildings. It is our hope following these guidelines will keep both our patients and staff safe.

We are also going to be practicing contactless services. So as much as we are used to shaking hands with our patients and giving hugs.... we are going to hold off on that for a while and practice social distancing.

We are also asking that you please call the office 865-212-6600 the day of your appointment and make your copay over the phone. Should you have paperwork to give us, we ask if at all possible, you scan, email or fax the paperwork to us ahead of time. You can still expect to see warm and smiling faces to greet you at our front desk... they will just be behind closed glass. Documents can be sent to [Thenry@bbhtn.net](mailto:Thenry@bbhtn.net) or faxed to 865-313-2149. Should you need to bring documents to us, we will receive them with gloves as a safety measure.

To reduce the amount of people in our building, we are asking for our patients to sit in their cars until appointment time. If you are a parent, you may check in and then return to your car until your provider comes outside to get your child. When your child's session is over, your provider will return your child to you outside. If you are an adult, we ask that you come alone to your session—unless you are attending marriage counseling. It is our goal to keep our small waiting areas empty for the time being to reduce risk.

You will notice that our providers and staff will be wearing masks. Unfortunately, we do not have masks on hand for each of our patients but we would appreciate for you to wear yours during treatment as well.

We will have wall mounted hand sanitizers at the check- in area of both buildings. We will be sanitizing treatment rooms and high traffic areas and hand rails several times a day.

Finally, we ask that if you are feeling unwell that you do not come in for your appointment. If you have a temperature above 100 degrees or have been around someone else who has been ill in the last 14 days, please do not come in for session.

Thank you so much for your compliance and consideration. We look forward to serving you soon.

Sincerely,

*The Staff of Bearden Behavioral Health*