



Update: Coronavirus Policy

Please read and follow the office policies regarding illness and cancellations:

Cancellation Policy

Given current health care concerns, please be advised that if you or a family member is experiencing respiratory illness, cough, and/or fever, please contact the office at your earliest convenience to reschedule your upcoming appointment. Every effort will be made to reschedule in a timely fashion. This precaution is being taken for the safety of all patients, their families, and staff. Your cooperation is appreciated. As is standard policy, late cancellations for illness will not be charged a fee. (If this becomes a repeated issue, we will discuss how to handle it moving forward.). Please contact the office via phone call, secure message, or email at your earliest convenience to cancel. If Dr. Kaplan (or a family member) becomes ill, you will be contacted as soon as possible (via phone, secure messaging, and/or email) with regard to a cancellation. Thank you for your understanding.

I am looking into the possibility of Telehealth services. If this becomes possible, you will need to sign a consent form and have a computer or a phone (loaded with the appropriate app) available. **It will be your responsibility to determine if your insurance covers, or will reimburse you, for Telehealth services.**

The APA offers the following suggestions to help you:



Tips:

- Keep things in perspective. Take a deep breath and remind yourself that the number of confirmed infections in the U.S. is extremely low. The fact that there is a great deal of news coverage on this issue does not necessarily mean that it presents any threat to you or your family.
- Get the facts. It is helpful to adopt a more clinical and curious approach as you follow news reports about the virus. To that end, you will want to find a credible source you can trust. The U.S. Centers for Disease Control and Prevention has a [webpage dedicated to information on the Wuhan coronavirus outbreak](#). You may also find useful information from local or state public health agencies or even your family physician.
- Communicate with your children. Discuss the news coverage of the coronavirus with honest and age-appropriate information. Parents can also help allay distress by focusing children on routines and schedules. Remember that children will observe your behaviors and emotions for cues on how to manage their own feelings during this time.
- Keep connected. Maintaining social networks can foster a sense of normality and provide valuable outlets for sharing feelings and relieving stress. Feel free to share useful information you find on governmental websites with your friends and family. It will help them deal with their own anxiety.
- Seek additional help. Individuals who feel an overwhelming nervousness, a lingering sadness, or other prolonged reactions that adversely affect their job performance or interpersonal relationships should consult with a trained and experienced mental health professional. Psychologists and other appropriate mental health providers can help people deal with extreme stress. These professionals work with individuals to help them find constructive ways to manage adversity.

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