

COVID-19 Safety Policy (March 22, 2020)

A Message to our Clients

The doctors and staff at Norman Psychology understand the concerns and uncertainty you may be experiencing during the Coronavirus (COVID-19) pandemic. We are committed to providing safe and reliable services to you and have implemented measures to ensure the health and well-being of you as well as our staff and doctors. We clean and disinfect our office interior throughout the day and are not using our waiting room. We also adhere to the 6-foot social distancing rule recommended by the CDC. Finally, we are offering several options for continued services to meet your individual circumstances.

Services

Our office staff are still available by phone and by email to schedule appointments and to conduct other administrative tasks, such as payments and insurance benefit checks. Our doctors will be doing some combination of services. All doctors will be offering secure tele-therapy services and some doctors are additionally offering in-person sessions. Our goal is to continue to provide you with high quality and uninterrupted services in the most safe and comfortable way as possible.

Telehealth (Tele-therapy) Option for Services

You need to call or email our staff if you choose this option. You will also be asked which service option you prefer when our staff makes reminder calls. This option allows you to have a video session with your doctor where you can hear and see your doctor and they can hear and see you. Keep in mind that your insurance plan may or may not cover telehealth for our services. Most of the insurance companies are covering it but a few are not, at least at this point. We can have our billing company check these benefits and encourage you to do so as well. We need your email address if you opt to do tele-therapy. You can either call our staff with your email address or email it to our office at normanpsychologymgr@coxinet.net prior to your next appointment. Most of the platforms our doctors are using allows you to use a tablet or computer or cell phone for this service. Access in a private room with secure wifi or with a hard-wired internet connection is recommended.

You also will need to read and to sign your doctor's Telepsychology/Telehealth policy. There are a few options of returning this document to us. You can email it to the address specified on the doctor's telehealth policy or to our office manager at normanpsychologymgr@coxinet.net. You can also fax it to our office at 405-801-2846. Our office staff are happy to help you easily navigate this process.

Phone sessions

Currently, phone sessions are considered to be a telehealth option by hhs.gov and our office. However, some insurance plans do not pay for them under their policies. Most of our doctors will still allow this option if you are able to pay out-of-pocket for them. Some clients may prefer

phone sessions, particularly if they do not have access to a laptop or other device to do teletherapy sessions.

In-Person Option

Some of our doctors will continue to offer in-person sessions. If you choose this option, the doctor will call you on your cell phone when you are in your car to go directly to their office for your session. The waiting room is not available at all. Please do not use this option if you have engaged in any International Travel, Domestic travel outside of the state of Oklahoma in the past 14 days, have been exposed to anyone with COVID-19, are coughing or are running a fever, or have had COVID-19 for 14 days prior to your appointment. Please choose a telehealth or phone session option instead.

Again, our staff and doctors are committed to providing high quality and safe services for our clients. Please call our office with any additional concerns or questions.