

March 21, 2020

Dear Alvord Baker & Associates Clients and Families,

We recognize that many people are adjusting due to the circumstances that surround the novel coronavirus and we want to offer our support and understanding. We would like to let you know that we are taking recommended precautions and making changes and accommodations. To the extent possible, we are planning to stay operational to support all our clients through this uncertain time period.

SERVICES VIA TELEHEALTH ONLY

We will continue to offer services to the extent possible via telehealth. As of 12:00 noon Monday, March 23rd, we are shifting in-person appointments to telehealth whenever possible and mutually agreed upon. ALL telehealth sessions will be conducted via HIPAA-secure video platforms.

Telehealth does have limitations regarding interjurisdictional practice so please discuss with your clinician. Normally, we must be licensed in both the location in which we are practicing as well as where you are located. While we are all licensed to practice in MD, only some of us are licensed in DC and/or VA. During this period of Public Health Emergency some jurisdictions have relaxed these restrictions. The DC Health department, for example, has lifted license restrictions for “continuity of care” of current patients. Please let us know your location at time of video call.

If you chose to use telehealth, please ensure that you are in a private space and use headsets as needed to maximize confidentiality.

GROUPS

All groups for children in 3rd grade or younger are cancelled until further notice. We will notify all families when we plan to resume.

For all other groups (4th grade through college) your clinician will be in touch if there will be a group conducted via HIPAA-secure video. The status of all groups will be determined by each clinician who will be in touch with you. It is possible that some older group members will move to primarily virtual groups.

CONTACTING OUR OFFICES

While our offices are closed for in-person visits, our staff will be working. Front desk staff can still be reached at the normal extensions: x24 (Chevy Chase; x40 (Rockville). If we do not answer, please leave a message, including your name and number, and we will return your call asap.

Please do your best to communicate with your clinician as soon as possible about your plans so that we can then best serve our other clients.

If you have any questions or concerns, feel free to contact your clinician or me directly. We will continue to update our website to inform you of changes.

Best,

A handwritten signature in blue ink that reads "Mary K. Alvord Ph.D." in a cursive style.

Mary K. Alvord Ph.D.
Director