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June 5, 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.

We hope to once again provide individual in-person services in the fall. However we will only do so, initially, on a staggered basis, and when we are confident that we are able to implement all enhanced workplace infection control measures in accordance with the most current CDC guidelines.

SERVICES VIA TELEHEALTH ONLY

For now, we will continue to offer services to the extent possible via telehealth. As of 12:00 noon Monday, March 23rd, we shifted all in-person appointments to telehealth whenever possible and mutually agreed upon. ALL telehealth sessions are 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. Many require application for temporary license. 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 or if you have plans to visit out-of-state.

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

GROUPS

We are offering summer groups via telehealth using Zoom. The schedule is available on our website: <https://www.alvordbaker.com/rbp/summer-groups/> Most will begin this month and continue for 6 or more weeks.

We are also planning to offer fall groups via telehealth using Zoom. We anticipate the schedule will be available on our website very soon.

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 for Chevy Chase and x40 for 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 cursive script that reads "Mary K. Alvord Ph.D." The signature is written in a light blue or grey ink.

Mary K. Alvord Ph.D.
Director

