



Updated: 5/28/20

Dear valued patients and visitors,

The Goodman Center is very attentive to the escalating COVID-19 pandemic. We are proactively taking steps to protect our patients, providers, and office staff by staying up to date on public health guidance for screening protocols and patient management. The Goodman Center has transitioned to offering telemedicine visits as a means to provide ongoing treatment for our patients to help meet their behavioral health needs.

As an essential healthcare organization, The Goodman Center is continuing to follow current protocols from the CDC, the Tennessee Department of Health, and other guidelines relevant to the reopening of healthcare facilities and guidance for medical providers.

In order to promote the safety and wellbeing of our visitors, providers, and staff, we are currently offering services primarily via telemedicine platforms. Our practice is currently open for in-person visits on a limited, case-by-case basis. Beginning July 1, 2020,\* The Goodman Center plans to begin a phased reintroduction of regular in-office appointments. During the initial phase of this re-opening, The Goodman Center will continue to encourage treatment via AdvancedMD and Doxy.me, when appropriate and consistent with the same high standards of care that our patients are accustomed to.

*\*Please note, this date is subject to change as deemed appropriate for safety considerations*

Please know that The Goodman Center is doing everything we can to implement proper safety practices to protect our patients and staff. When in-person sessions are scheduled, we are asking patients to adhere to the following guidelines, including:

- Everyone entering the office must wear a cloth facial covering or mask. Face coverings can include scarves, bandanas, and homemade cloth face masks, as long as they cover both your nose and mouth. Disposable masks will be available in the office for patients if needed.
- Until further notice, only patients are allowed in the office and waiting room area. All other visitors accompanying the patient may sit in the Admiral Pointe building lobby maintaining social distancing guidelines or may wait in their cars. Exceptions will only be made in the case of minors and other patients requiring a legal guardian to attend the appointment.
- When arriving onsite, patients are asked to wait in their car and first call the office staff to be advised when to come inside the building for their appointment. Especially during high volume times, this is to ensure that our waiting room is able to maintain appropriate social distancing practices.
- Licensed staff member will assess and monitor all patients entering clinic, and daily symptom and temperature screenings will be performed.
- If your temperature exceeds 100° F, if you are experiencing any unusual symptoms (whether related to common COVID-19 symptoms or not), or if you have been in contact with any sick individuals in the past 14 days, please **do not** come for your in-person appointment. Please call our office to reschedule.
- Patients will be encouraged to use noncontact form of payment - including access to the Patient Portal for payments, as well as filling out and signing intake/office paperwork.
- As an organization we are committed to: enhancing our cleaning protocol implemented throughout the day; proper use of PPE, including gloves, masks, and handwashing procedures will be performed as well; utilizing physical distance when possible; and not sharing materials and being mindful of physical space.