March 18, 2020

To Our Danielsen Institute Clients,

We are reaching out with an update of the Danielsen Institute’s plans for continuing to provide clinical services during the coronavirus outbreak. First, we want to thank you for your cooperation in helping us make a major and vital shift, in a very short time, to our telehealth platform for clinical services. With this in place, we are able to provide you with ongoing psychotherapy and psychopharmacology services, uninterrupted by any restrictions in contact and travel caused by the coronavirus. We are also grateful to our incredible administrative and clinical staffs for mobilizing and implementing these resources that enable us to stay connected to you. Below, we address some of the questions frequently being asked of us.

Is the Danielsen Institute still physically open?

The Danielsen Institute, as of today, is physically open. As long as we are able to remain physically open, we will operate with reduced hours, beginning next week. They are as follows: Monday – Thursday, 9am-4pm. For those of you who still have in person appointments scheduled, it is crucial that you contact your clinician, and if at all possible, shift your session to telehealth or telephone. If you plan to come to the Institute, we ask that you first review the following risk factors when making your decision, and if you are positive for any of these, contact your health care provider and do not come in. Your clinician can continue to see you via telehealth, even under the below conditions:

- **Symptoms**: fever, dry cough, shortness of breath, runny nose, sore throat
- **Exposure**: Contact with or exposure to someone diagnosed with or testing positive for the virus
- **Travel**: Overseas travel within the past month

How do I stay connected with my clinician(s) if the Danielsen closes?

Even if the doors at 185 Bay State Road have to be closed, the Institute will continue to provide regular clinical services via telehealth and telephone. For those of you who have access to the video conference application, Zoom, your clinician can assist you in connecting in this secure, HIPAA-compliant way. If you do not have access to Zoom, you and your clinician have several other options, which you can discuss with her or him directly. We want to assure you that we will find a reliable, accessible way to stay connected, giving each of you ongoing access to your Danielsen clinician(s) and treatment.
How will I pay for telehealth services?

For those of you accessing insurance benefits to cover some or all of the cost of your care at the Danielsen, those same benefits are now available for the services being provided to you via telehealth and telephone. Co-payments, co-insurances, and deductibles may still apply in the way they typically would for any individual policy, and the Institute will simply bill you for those at a later date. For those of you who self-pay for services, your self-pay rates remain unchanged, and, again, the Institute will bill you at a later date for any accrued balance. If you have any questions about this, your clinician can help connect you with someone on our administrative staff. If you would like to keep up with your payments, you may call in with a credit card during the hours the clinic is open.

From all indications, the road ahead looks to be a bumpy and uncertain one. Please rest assured that we are with you and committed to your continuing care, healing, and growth, especially under these difficult circumstances. We wish you and your loved ones health, safety, and peace of mind as we move forward into the coming days.

Warmest regards,

[Signature]

George Stavros, Ph.D.
Executive Director
617-353-6522
stavros1@bu.edu