

Hello,

Due to the COVID19 concerns, Status: Code 4, Inc. (SC4i) will be implementing the following procedures on a voluntary basis for all clients for at least the next 15 days or until instructed by the government to do otherwise:

- Staff will be in the office for in-person sessions and other administrative duties
- Clients have the option to hold their session in-person or via video telehealth, not telephone, or to reschedule for after the threat has passed
- Video telehealth platform will be conducted via Cisco Webex (HIPAA compliant)
 - Disclaimer: Please understand that even though Cisco Webex is HIPAA compliant for telehealth, it is still an online platform and as such can be vulnerable to cyberattack; therefore, your request to use telehealth constitutes acceptance of this potential risk.
- Video telehealth can be used for EMDR via Cisco Webex in conjunction with VirtualEMDR
- Neurofeedback clients will be in-person or rescheduled until after the next 15 days have passed or later
- For those who elect to use telehealth, you will receive a link to the Cisco Webex platform. First-time users will have to accept a small download to be able to use the Cisco Webex browser platform or a larger download to use the desktop platform.
- In-person sessions:
 - If you or a household member is ill, elderly, or at high risk, STAY HOME.
 - When using the restroom at our office, use proper handwashing procedures and paper towels to open doors. The building maintenance personnel clean and disinfect the restrooms and all door handles every day, but take proper precautions.
 - We will maintain the suggestion of no personal contact like handshakes, hugs, etc.
- Financial Peace University and SMART Recovery will move to telehealth until further notice.

Thank you,

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