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Perkins Counseling & Psychological Services' Response to the Coronavirus, Covid-19:

The Coronavirus (COVID-19) pandemic affects us all. Our communities have responded to the challenge and are creatively solving many of the problems this pandemic has created. I am proud to be a member of the Wake Forest Community and seeing how so many citizens have offered to help each other and local businesses.

We are watching the CDC's updates and have been adjusting daily. In accordance with current CDC guidelines we have implemented frequent and thorough handwashing for all employees and have posted instructive signs for clients to follow. We are following strict infection control protocols to keep our offices safe for everyone. In addition, we have encouraged any employees in high risk categories to work from home until we understand more of how this all affects us. Information is changing daily, and we are giving this the highest priority, preparing to adjust as needed.

To date, there has not been any known direct or indirect exposure to any of our clinical or office staff. Despite this we are moving toward a telehealth only platform for services. As of Monday, March 23, 2020, the office will be closed for a minimum of two weeks *with all appointments moving to video conference/telehealth*. At the end of two weeks, we will re-evaluate the situation, looking to the CDC for guidance on how to move forward.

In Response to Covid-19, All Perkins Counseling & Psychological Services Providers Now Offer Telehealth:

These are difficult and uncertain times and we want you to know that we are acutely aware, on a day by day basis, of the most recent developments regarding the COVID-19 pandemic. Our client's and staff's health and safety are our top priority right now. Please remember to **take care of your health** and follow the recommendations of the CDC at <https://www.cdc.gov/> for yourself and family members. An important part of staying healthy is to prioritize mental health care. Now more than ever it is crucial to be proactive regarding your mental health safety.

For those who are already struggling with a mental health diagnosis, it is very important for you to continue seeing your mental health professional. As people continue to self-isolate and

maintain social distance, we know that we need to be accessible via home spaces now more than ever before. Now clients can access any of our therapy services by computer, smartphone or tablet. If possible, please keep your scheduled appointments. Most insurance companies are loosening previous restrictions on video and telephone sessions and are willing to reimburse for those sessions for a limited time during this season. We can check your insurance to determine what is covered.

All Perkins CPS providers can now connect via telehealth. If you have a scheduled in-office appointment and cannot attend in person either because you have symptoms or because you are self-isolating, please call your therapist directly to switch your appointment to a telehealth visit. To initiate this process please see details below.

Stay safe. We will get through this together.

Warm regards,



Dr. Pamela S. Perkins, PsyD
Licensed Psychologist and Owner
Perkins Counseling & Psychological Services, PLLC

How to Switch Your Appointment to Telehealth:

For Current Clients:

- Call your therapist directly to change your scheduled appointment to a video session or to set up a new video appointment if you do not have one scheduled.
- Go to this link- [Perkins CPS Informed Consent for Telehealth](#) and fill out the informed consent for telehealth sessions.
- Make sure you have a credit card on file with our office. If you do not, please call the office to give that information to our staff 919-263-9592.
- We will check your insurance before your first telehealth appointment – you can also call your insurance company directly to inquire about benefits

For New Clients:

- Call Perkins CPS at 919-263-9592, option 1 to speak with an intake staff member who will be able to take your information and schedule you with the best fit for counseling.
- Or go to our website at <https://www.perkinscps.com/make-a-new-appointment> to fill out an interest form, and once we receive your information, an intake staff member will call you to follow up and schedule an appointment.

- After an appointment is scheduled, you can fill out the new patient paperwork and the telehealth informed consent form at <https://www.perkinscps.com/new-clients/>.
- Our staff is available by calling 919-263-9592 and our providers take daytime, evening and weekend appointments.
- We can see new patients needing psychotherapy care via telehealth from anywhere in the state.