

Family Therapy Center of Madison, Inc. Response to COVID-19

The independent providers at Family Therapy Center of Madison, Inc. want to do our part to stop the spread of COVID-19, keep everyone healthy, and at the same time, meet the treatment needs of our clients. We are making every effort to limit the possibility of infection by sanitizing common surfaces and removing toys and other items from our waiting rooms.

Until the risk of the pandemic has decreased, your provider may:

- Postpone appointments that are not urgent.
- Provide treatment via telehealth (a HIPAA-compliant video session through your computer, tablet or phone).
- Continue to see some clients in person.

Please do the following to increase health and safety for yourself and everyone in our office:

- Cancel your in-person appointment if you have any symptoms of illness or have been exposed to someone who is ill.
- Cancel your in-person appointment if your age or health conditions mean that you have a higher risk of complications from COVID-19.
- If possible, leave your children with a responsible caregiver, rather than bringing them to our office, unless the appointment is for your child.
- Try to stay at least six feet away from other clients, office staff and your provider.
- Wash your hands frequently; consider wearing gloves in public places.
- If you need to sneeze or cough, do so into a tissue. Immediately place the tissue in the garbage and wash your hands or use hand sanitizer.

Please let us know as soon as possible if you need to cancel an appointment. There will be no cancellation fee.

Your provider or our office staff may be in touch with you regarding upcoming appointments. Please feel free to call our office at 608-276-9191 and leave a voicemail for your provider with any concerns that you may have. Our office staff members are also available to answer your phone calls Monday-Friday, 8:30 am to 4:30 pm.

If conditions warrant having to end all in-person appointments for a period of time, we will contact affected clients as soon as possible.

Please know that we are committed to supporting our clients, staff and each other as we all face the challenges brought on by this pandemic. Together we can reduce the impact of COVID-19 and help our community to heal.