

## Dana M. Lau, Psy.D.

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### Updated Office Policy in response to COVID-19

Please be reassured that I am taking proactive steps to ensure your health and well-being as we navigate the coming weeks with the coronavirus now present in the U.S. I will remain supportive either in-person or through telehealth sessions in the coming weeks.

Should you or a family member, or I, evidence any symptoms of illness, we agree to cancel our session, at our earliest convenience, and arrange for either a postponed in-person session or a telehealth session. You will certainly not be charged any no-show fee for canceling due to illness, even if it is last-minute, as is consistent with our signed Informed Consent to Treatment on file.

If I am unable to provide timely or crisis support, I will be sure to contact you with the name of a colleague or emergency support who may be available. Should you require support between our sessions, please leave me a phone voicemail and I will be sure to respond at my earliest convenience, within 24 hours. Should you not hear from me in a timely manner, please know to leave me another voicemail and reach out to your local emergency department or Four Winds Saratoga at 518-584-3600.

Should financial hardship become a concern for you, I will be happy to discuss with you a way to bridge support for you so that no unnecessary gaps in your mental health care occur.

One Roof cleaning staff are being sure to disinfect doorknobs, bathrooms, and waiting room surfaces. We are making available disinfecting wipes, hand sanitizer, and hand soap available throughout the building. As the weather warms, we are also opening windows to ensure fresh air circulation throughout the building. I am diligent in ensuring my office is disinfected, to the best of my ability, between each session. I am, as always, sure to practice personal hygiene practices that ensure my own and your health to the best of my ability.

Your wellness is my highest priority! I continually educate myself about this virus and any pertinent health or safety issues that we may face in our community while we work together. It is important that we remain educated, calm, and be as prepared and supportive of one another as possible.

*Be well!*