

**Lindner Center of HOPE Professional Associates
Outpatient Practice General Information Sheet COVID Addendum**

Telephone appointments during COVID

In the event that your clinician cannot reach you by phone at the time of your appointment, your clinician will attempt to call you two times and leave a VM if possible. (If there are two numbers listed, the clinician will place 1 call to the preferred phone number and 1 call to the alternate number.)

(If no connection is made, the clinician will inform the OP practice manager (or designee) of the no show despite following the above procedure.)

Please note: Telephone appointments will not be conducted if you are driving a vehicle at the time of your appointment. In such a case, your clinician will ask you to pull over to a safe location and conduct the appointment while your car is stationary.

Video appointments during COVID

As of 2/1/21, clinicians will conduct audiovisual telehealth appointments via Lindner Center of HOPE myChart. A few exceptions exist such as group therapy or therapies that require the participation of more people than myChart allows. If this is the case, your clinician will inform you how to connect to the appointment via Zoom. It is your responsibility to sign up for Lindner Center of HOPE myChart prior to your appointment. Directions for sign up can be found on lindnercenterofhope.org. Click on the "For Patients" tab. It is also your responsibility to log into myChart (for appointments conducted via that platform) up to 24 to 48 hours before your appointment and fill out necessary paperwork so that you are ready for your appointment on time. You can also test your camera and microphone at that time, if needed. Please call the help desk at 513-536-0055 if you have any problems connecting. Please check in for your video appointment 10 minutes before the start of your appointment and sit in the virtual waiting room until your clinician joins you.

If no connection is established at the time of the appointment, the clinician will call your primary phone number to establish voice contact to understand the connection problem. If no connection is established when calling your primary phone, your clinician will leave a VM message if possible.

(If no connection is made, the clinician will inform the OP practice manager (or designee) of the no show despite following the above procedure.)

Please note: Video appointments will not be conducted if you are driving a vehicle at the time of your appointment. In such a case, your clinician will ask you to pull over to a safe location and conduct the appointment while your car is stationary.

As per in-person appointments, a telehealth appointment will be considered a no show visit if the patient and clinician do not make a connection by 15 minutes after the appointment was scheduled to begin. Normal no show charges apply. The waiver process for no show charges will be the same as for in-person visits.

Please keep in mind that if your appointment is scheduled via telephone or video, your clinician might not be physically located at the Lindner Center of HOPE. If there is a connection problem, you can call 536-0570 and ask a staff member to attempt to reach your clinician to inform them of the problem.

It is your responsibility to keep your contact information (phone numbers and email address) up to date in your Lindner Center of HOPE chart/myChart. Please call an outpatient staff member at 513-536-0600 or 513- 536-0570 to update contact information.

You must be physically located within a state in which your clinician has a license to practice. If you live in KY or IN, and are in your home state at the time of your appointment, your clinician most likely has a license there. However, this may not always be the case, so be sure to discuss this with your clinician ahead of time. If you are going to be traveling out of your home state during the time of your appointment, please cancel and reschedule your appointment 24 hours or more before it is scheduled. There are several licensing restrictions that vary by clinician discipline.

Please note, the patient must be present for all in-person, telehealth and telephone appointments. If the patient is not present, a no show fee will be charged. Appointments cannot be conducted with a guardian. The patient must be present.

In-person visits in which the patient does not pass the COVID-19 screening during check in at the Welcome Center

If you are scheduled for an in-person visit and fail the COVID-19 screening, you will be asked to leave the building. The Welcome Center staff will then attempt to contact the clinician and try to switch the appointment to a telephone appointment that you can engage in via cell phone. If this is not possible, you will not be charged for the late canceled appointment.

(The clinician will inform the outpatient practice manager (or designee) so that the patient does not get charged for a late cancellation.)

Signature _____

Date: _____