



OUTPATIENT RE-OPENING PLAN

The following guidelines are being implemented in accordance with the **Illinois Department of Public Health (IDPH)** and the **Restore Illinois plan** corresponding to the established phase of the Northeast Region and therefore subject to change in pursuant to updated public health guidance and changing public health conditions.

INITIAL OPENING PROCESS:

- Will open Lake Villa office first; then later will open Gurnee office
- Therapists will come into the office only on the days in which they are seeing Lake Villa outpatient clients; they will work from home on all other days and continue to use telehealth to see Gurnee outpatient clients while working from home
- Offices will be cleaned daily by the professional cleaning crew

CLIENT PROCEDURES:

- Upon arriving for appointment, client will call the front office staff from the parking lot and let them know that they are here and indicate how they want to make their payment
- Client choice for payment: clients can pay over the phone or clients with checks can place payment in a bin through a small opening in the window at the front office when they enter for their appointment (receipt can be mailed)
- Client will wait in their car in the parking lot
- Office staff will call client and let them know that they can come in and go to the therapist's office (indicating office number) –
- Client will use hand sanitizer when entering the building and wear a mask in the hallways/ common areas when entering and leaving
- Client will have their temperature taken by front office staff
- Client will sit in designated couch/chair to maintain 6 feet of distance. A physical barrier or masks will be utilized if the 6 feet distance cannot be maintained.
- Child clients can bring in some toys of their own to use during the session
- Clients are encouraged to bring their own pen to sign any documents needed
- All clients will exit through the back office door by offices #7 & #8
- Clients will have virtual sessions instead of in-person sessions if they are feeling ill, experiencing any symptoms, suspect that they have had recent possible exposure to COVID-19, or have a temperature of 100.4 or above at check-in
- Clients will sign a waiver at their first in-person session to indicate that they understand and assume the risk of attending in-person sessions



FRONT OFFICE PROCEDURES:

- Check in client and obtain payment over the phone when client calls to say they are here; if client is paying by check , have front office window slightly open so client can deposit payment in a bin when they enter for their appointment
- Let therapist know when their client is here
- Call client (when therapist is ready) to let client know that they can enter the building to go to the therapist's office (indicating the office #)
- Take client's temperature as they come in and log it
- Wipe down waiting area as needed
- Keep current front office procedures in place regarding wearing masks and using social distancing practices

THERAPIST PROCEDURES:

- Wear mask when in common areas (halls, front office, etc.)
- Wash hands when coming into building/throughout day
- Use sanitizer between clients
- Wipe down door handles, client areas, and other touch surfaces between sessions
- When notified that client is here, therapist will let office staff know when they are ready to have the client come to their office – leave office door open
- Stay in designated chair through appointment
- Have clients bring toys from home, if needed, rather than use ones provided by therapist
- Complete the treatment feedback form in the session with the client (therapist will have the form and fill it out)
- Paperwork for new clients and any other paperwork that needs to be signed/updated by the client will be set on the table near the client's chair/couch before the session for the client to sign/update; if the client does not bring a pen, a pen will be provided for the client to use and therapist will sanitize pen after client leaves
- Open windows for ventilation as often as possible
- Knock first before entering back office area and minimize trips to mailbox area
- Call to let the front office know when your last client leaves