

## Coronavirus (COVID-19) Statement

Updated 3/17/20

During these unique days of this pandemic related to the Coronavirus (COVID-19), the health and safety of our team and all who enter our doors is paramount. Be assured MTBH has plans in place to continue to provide services and meet the needs of our clients while also striving to protect clients and staff from exposure.

After much discussion and recommendation from the **Centers for Disease Control (CDC)** and the **Department of Mental Health (DMH)**, we have put the following processes into place effective immediately:

- Services will be provided via Telehealth (phone call and/or video conferencing), not in person. Services may include, but are not limited to: Provider Appointments, Initial Referrals, Paperwork Openings and Updates, Billing Questions or Payments, and Cancelling or Rescheduling Appointments.
- Screening processes, according to the guidelines of the **CDC**, are now in place for entry to our facilities, which will include a questionnaire and temperature check.
- Medication refills through Genoa Pharmacy are encouraged to be refilled in a timely fashion so they can be mailed.

We will continue to review recommendations from the **CDC** and **DMH** and update our processes as needed. You can find these updates on our website at [www.mtbh.org](http://www.mtbh.org). Follow us on Social Media for relevant and current information on COVID-19. Our priority is the care of our clients and staff and will continue to strive for the highest level of care attainable during this time of change.

Sincerely,

*Michael Cantrell*

Michael Cantrell, MBA  
President/CEO