



MARCH 18TH, 2020

MEMORANDUM

TO:	ALL CLIENTS RECEIVING SERVICES
FROM:	MINNESOTA CAREPARTNER LEADERSHIP TEAM
SUBJECT:	COVID-19 RESPONSE & TELEHEALTH OPTIONS

The coronavirus pandemic has rocked the nation and changed daily life for nearly every American citizen. As healthcare providers, our first priority is the safety and well-being of our clients and staff. I wanted to take an opportunity to let you know what steps we are taking to mitigate the spread of this infection while honoring our commitment to provide you with ongoing behavioral health services.

- We have instituted a rigorous infection control protocol. This includes virucide treatments for all hard surfaces every two hours, mandatory hand-washing for all staff and clients, hand-sanitizer use, and the minimization of communal/shared objects such as pens, clipboards, etc.
- We have enacted social-distancing measures. This includes allowing some staff to work from home, instituting quarantine for staff who may have been exposed or develop symptoms of any illness.
- We are now providing services via a secure televideo platform called Zoom. Teletherapy services are available for most services that we provide.
- Important Links & Info Regarding Teletherapy Services:
 - Clients can find information about the teletherapy process, as well as links to all of **Minnesota CarePartner's Teletherapy rooms** by visiting <https://mncarepartner.com/zoom>
 - Clients should download the **Zoom Cloud Meetings app** on their smartphone right away, so you can test it with staff and ensure it functions properly.
 - Clients who cannot download this app on a device, or who do not have active phone service or access to wifi should talk to a staff member. We have some tablets available to loan to clients to allow teletherapy sessions.
- If you have any questions about this process or need technical assistance, please call or text 612.289.5656 or email info@mncarepartner.com. A staff member will respond and help you.

Please take care of yourself and each-other. We will make it through this together!