



Ally Integrated Healthcare

PSYCHIATRY & ADDICTION MEDICINE SPECIALISTS

COVID-19: We are prepared to keep our clients, staff, and community as safe as possible while also doing our best to minimize disruptions to care. Read below for information about TeleHealth.

During times of anxiety and uncertainty, we take our role as behavioral health care providers with the utmost seriousness. We are prepared to keep our clients, staff, and community as safe as possible while also doing our best to minimize disruptions to care.

Registration paperwork for current clients transitioning to TeleHealth Online Virtual Visits:

Fill out this form (put in a link) to the TeleHealth Form

How to Log In to Your Appointment:

***Instructions for logging in to your Patient Portal:

Please reach out to your clinician who will send you “an invite” to set up your Patient Portal

If you are new to our practice and would like to become a client, you may request an appointment through the website directly or call the individual provider you are trying to establish care with.

If you lack the necessary technology for TeleHealth, please ask us about telephone sessions. Gov. Baker’s executive order on 3/15/20 now allows us to bill insurance for telephone services in some cases.

Guidelines for our clients & staff:

If you are sick:

If you are experiencing [COVID-19 symptoms such as a fever, dry cough, or shortness of breath](#), contact your [PCP immediately](#). To reduce the risk of spreading germs, please **do not** come into our offices. Instead, please use the agreed upon TeleHealth platforms.

If you have a family member or close associate with a fever or possible coronavirus:

Unless coronavirus has been ruled out by a medical professional, please do not come into our office. Instead, call us to determine whether rescheduling or moving your appointment to TeleHealth is the best option for you.

If you traveled to a [level 2 or 3 risk area as defined by the CDC](#):

Check the [CDC Risk Assessment](#) page. Please do not come into our office until you have been home & not experiencing any symptoms for at least 2 weeks. Please call us to determine whether rescheduling or moving your appointment to TeleHealth is the best option for you.

Here's our plan:

- We are following all CDC recommendations including frequent hand washing, cleaning of high contact surfaces, social distancing, making sure staff stay home if they are sick, and moving staff meetings to digital platforms.
- Our cancellation policy is more flexible during the epidemic so that if you're sick, you can stay home if sick without financial penalty. Talk to your clinician for details.
- We're expanding our TeleHealth services (online virtual visits) for psychiatry and therapy.
- As a result, clients can continue regular appointments from home via a secure, HIPAA-compliant video-conferencing platform.

NOTE: Due to clinician licensing restrictions you must be physically in the Commonwealth of Massachusetts during a TeleHealth session. If you are a current client, talk to your clinician if you're interested in learning more about this option. If you are a new client, submit a brief, easy online inquiry.

We are new to providing TeleHealth or online virtual visits. We are very open to positive feedback from both clinicians and clients.

Many insurance plans cover TeleHealth benefits (Blue Cross Blue Shield of Massachusetts, Harvard Pilgrim, United Behavioral Health, and others) and many insurers are quickly adding TeleHealth benefits to existing plans. If you are unsure or if you don't have these benefits, we urge to you fill out this paperwork ASAP in the event coverage is added to your plan. Our staff will double-check your coverage and will be in contact with you. We urge you to call your insurance company and ask them to add TeleHealth benefits to your policy.

You can also talk to your employer/HR manager to advocate for this as an option for your company. Please see resources below for information about behavioral & mental health related to Coronavirus.

Behavioral and Mental Health Resources for COVID-19:

[Managing Reactions to Coronavirus from Riverside Trauma Center](#)

[FACE_COVID \(1\)](#) 'FACE COVID' How to respond effectively to the Corona crisis by Dr Russ Harris, author of The Happiness Trap

[Taking Care of Your Mental Health in the Face of Uncertainty – American Federation for Suicide Prevention](#)

[SAMHSA Tips for Social Distancing, Quarantine, and Isolation](#)

[American Psychological Association Pandemics General Resources Page](#)

[Parent/Caregiver Guide to Helping Families Cope with the Coronavirus Disease 2019 \(COVID-19\)](#)

[Four Ways to Help Prevent Loneliness While You're Social Distancing](#)

[10 Ways to Manage the Emotional Challenges of Social Distancing](#)

[Welcome to Marriage During the Coronavirus](#)

Ten Percent Happier Coronavirus Sanity Guide

The Family Lockdown Guide – How to Emotionally Prepare

Talking to Your Kids About Coronavirus