



# Grow & Tell, LLC

*Speech-Language Pathology & Occupational Therapy Services*

Phone: 717-512-2841

[www.growtellSLP.com](http://www.growtellSLP.com)

## COVID-19 Update 5/11/2020

### DEAR G&T FAMILIES,

As per Pennsylvania guidelines, outpatient care centers are considered life sustaining and may continue operation; therefore, Grow & Tell SLP, LLC plans to re-open our physical office on **Monday June 1, 2020** for Speech-Language and Occupational Therapy and evaluation services.

Our promise is to keep you and your child safe while continuing to provide quality and necessary evaluation and therapy services. To accomplish this, we have changed the way we provide care- both at our clinic and by utilizing telehealth.

Thank you to the families who have supported their child's therapy journey through the telehealth platform these last couple of weeks. We truly appreciate your grace and flexibility in working with us as we charter this new territory.

### MAKING OUR CLINIC SAFE FOR YOU AND PREVENTING EXPOSURE

Understandably, we know you might still have concerns about returning to our physical clinic. You can rest assured that we will implement the following safeguards to minimize exposure risks related to coronavirus (COVID-19) for our clients, caregivers, and staff:

1. **Therapists and parents will be asked to wear a mask and/or face shield.** At this time, each family may decide for themselves if their child can tolerate wearing a mask. Therapists will wear a mask as appropriate for the target therapy activity with the intent to wear a mask for as much of the session as possible without interfering in essential delivery of therapeutic techniques.
2. **Temperature checks and a short health questionnaire for clients and therapists will be conducted.** If anyone in your family has been ill, we ask that you call/email to reschedule your child's appointment.
3. **Anyone entering the facility must wash their hands and/or use provided hand sanitizer before entering the office/ therapy room.**
4. **Our waiting room will remain closed.**
5. Parents and children will be asked to wait in the car upon arrival. The treating therapist will get the child from the car and return the child to the car at the completion of the therapy session. If necessary, one parent will be allowed back with the child to the therapy room. **Please, no siblings in the building and/or therapy office.**
6. Therapy visit times will be staggered to reduce the number of patients concurrently receiving therapy and thus limit contact between families.
7. **Please note that Carlisle Pediatric Associates has indicated their policy for "healthy" office visits to occur in the morning and "sick" office visits to occur in the afternoon/evening. To minimize exposure to any germs, we would prefer to follow the same procedure and keep our therapy office visits limited to a morning session. Afternoon/evenings will be available as requested.**
8. Toys utilized during therapy sessions will be kept to a minimum. Toys will be sanitized before reuse.



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9. Fabric toys, play dough, sensory bins and other difficult to clean objects will not be used.
10. Therapists will wash their hands before and after each therapy session and sanitize their therapy room and/or workstation between each client.

## HEALTH INSURANCE UPDATES

### CAPITAL BLUE CROSS

CBC has extended their telehealth reimbursement policy to include Speech-Language Pathology services through **May 31, 2020**. We will monitor this as the pandemic continues.

### HIGHMARK

Reimbursement for telehealth services, including speech-language pathology, is eligible for reimbursement through **June 13, 2020**.

### UPMC HEALTH PLAN

Telehealth services may be covered until **June 15, 2020**.

### UNITED HEALTHCARE

Telehealth services may be covered until **June 18, 2020**.

As always, please be in touch with your health insurance providers and/or employer to ensure coverage of speech-language therapy and/or occupational therapy services, as it relates to your individualized health care plan. We will monitor changes to the above note deadlines.

## WE ARE HERE FOR YOU

Now and always, Grow & Tell SLP, LLC is here to support you and your family. As future events unfold, we will keep updating our procedures to make sure we are delivering therapy with the upmost caution.

A therapist will be in touch to confirm your therapy choice; in-clinic or telehealth and scheduling.

Please call or email with any questions or concerns.

Thank you!

Sincerely,

Jessica Over M.A., CCC-SLP Owner/ Speech & Language Pathologist  
Grow & Tell SLP, LLC