

March 19, 2020

Dear Valued Alta Consumer,

We know that there's widespread concern in our community about the Coronavirus Disease 2019 (COVID-19), and we want you to know that your health is our top priority at Alta Behavioral Healthcare. We want you to know that we are taking this very seriously and are trying our best to keep our families aware and protected throughout this situation. Though the risk remains low, it's important to take a proactive approach to minimize exposure.

To help in all of our efforts to do this, Alta is taking the following temporary steps:

- Effective Monday, March 23 we will cease ALL face-to-face appointments.
- All Services will be provided via Telehealth. Telehealth may include telephone or use of video-conferencing apps like Zoom. We expect most or all to be done by telephone, but you have other options.
- No Group Counseling Services will be provided until further notice.
- You will be contacted to schedule telephone appointments, but you may also call in to schedule an appointment if you'd like. Remember, most all appointments will be over the phone.

**Alternatively, you can schedule a video session instead of an in-office appointment.** This'll allow us to continue our sessions through an audio/video link (think of Facetime or Skype). If this is an option for you, please let us know, and we'll make the necessary arrangements.

For tips, practical advice and information on communicating with your children about Coronavirus, follow our social media pages (Facebook, Twitter, LinkedIn). Also, please refer to the CDC's dedicated 2019-ncov website for additional information, and maintain awareness by checking the official communications from the Centers for Disease Control and World Health Organization.

If you have any questions, please let us know.

Regards,  
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