

Center for Psychological Services Guidelines for COVID-19

From: Andrea Quinn, Interim Director, Center for Psychological Services
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Hi Everyone,

At this time, CPS continues to operate normally. Please continue to follow the information previously disseminated by President Barchi and Angelica Diaz-Martinez, particularly with respect to staying home if you are feeling ill and washing your hands frequently consult <https://coronavirus.rutgers.edu/> if unsure). At the university level, no additional cleaning/disinfecting procedures of our clinic spaces are planned at this time. However, we are continuing our internal efforts to regularly disinfect commonly touched surfaces/objects. We have been routinely wiping down waiting room chairs and surfaces in the morning (and we will ask Lana to do the same at Gordon Road). Our receptionist/clerical staff to add the step of spraying clinic rooms (furniture/surfaces) with disinfectant spray as part of closing procedures at the end of the night. There will also be cleaning supplies available at both 152 Frelinghuysen and at Gordon Road, should you or any student feel that a surface or object requires disinfecting.

Supplementary Consent Form: In preparing for the possibility that our clinical operations may be impacted by efforts to slow the spread of COVID-19, I developed a supplementary consent form that is attached on this site. Given that we do not have the ability to offer teletherapy via video platforms, the current plan is that we would offer support by phone to the greatest extent possible. While we need to be cautious in with respect to full phone sessions, which would still fall under the broad umbrella of teletherapy, we can consider phone check ins that would allow the clinician to monitor progress, problem solving challenges, monitor for any crisis or risk, connect the client with additional resources as needed. I reviewed our general CPS informed consent and HIPAA guidelines and noted that it does not specifically reference contact by phone. Our E-Communication form was designed specifically to address consent for e-mail and text messages. With this in mind, the attached consent can be used to facilitate a discussion with clients about possible support by phone if needed and to get their explicit consent. I'm aware that some of the specialty clinics have their own consent documents that address contact by phone more explicitly and if this is the case, it would not be necessary to use this form. I've communicated with specialty clinic directors and they will provide guidance on whether additional documentation is needed for specialty clinic client. For general clinic clients, my recommendation would be to complete this form. In the event that you're able to have the client sign (i.e. an RU student who has already left campus, if you plan to provide some support to the client via phone, have a conversation about the parameters and use a contact note to document the discussion and client's agreement with the plan.

In the interest of having the form available immediately (vs. waiting for Therasoft), this can be signed as a paper document that can be scanned and uploaded to a client's Documents folder

on Therasoft. There are folders in Dolores' office and the coordinator office, where you can feel free to drop off signed forms and our CPS staff will coordinate the scanning and uploading. I'm also happy to collect these forms if I'm in my office.

Preparation: If you're not already, talk with your supervisors about how clients could best be supported if in-person services through CPS are not available for a period of time. This may also involve helping clients to think through what additional resources may be available if they are in crisis or have more immediate needs. In the event of Rutgers students, who have been asked to leave campus, students who live locally enough to drive to the clinic are still able to access services at this time. This situation can be monitored and, particularly for students who do not live locally, if assistance is needed in identifying options and/or potential referrals, please know that you can reach out to our CPS staff for assistance if needed.

There have been many questions from students and I'm aware that there is a fair amount of stress and uncertainty. We want to continue to provide our clients with the best care possible at this time. Our CPS staff will obviously continue to pass along additional updates as soon as we have them.