

# Information You Need To Know When Providing Services During Times of Crisis

Series of Six Videos



## Different Topics

Since this is the last video of our series, we wanted to listen the advice of each one of our presenters in how our insureds should prepare for the “new normal”. Their advice is to ask yourself the following questions:

- Physical location layout of your office
  - » Are you having a waiting room?
  - » Do your clients have to wait in their car until their appointment time?
- Good sanitation strategy
  - » Are you planning to clean and sanitize your office before and after “each” service is provided? (some states require a cleaning log)
  - » Are you abiding by current city / state city mandates?
- Social distancing
  - » What if the office is in your home? Are you bringing some risk to your family members?
- Fundamentals of your practice:
  - » Have you revised all your informed consent forms and included all possible ways for correspondence and delivery methods of treatment?

**GET THE  
FACTS!**

- » Have you informed your clients regarding how your procedures have changed?
- » When you consider in-person versus teletherapy, have you analyzed what makes you feel comfortable as professional?
- » Have you thought about your client population?
- » If the majority of your clients are seniors who have physical limitations, you may want to continue seeing them via technology.
- » If you work with group therapy, you may want to meet with your clients face-to-face, providing a safe environment.
- » Have you followed your state licensing board's rules, if any, for re-opening your practice?
- » Have you contacted your insurance panels to go over the methods of services they consider reimbursable?
- » Do you share office space with other professionals? If so, have you collaborated on a process for re-opening the practice?



During these times of crisis, many policyholders want to know more about our Cyber Liability coverage. For more information visit <https://naswassurance.org/malpractice/cyber-liability/>

**For questions or comments on these videos,  
please email us at [asi@naswasi.org](mailto:asi@naswasi.org).**