March 13, 2020

Re: Agency Response to Current Pandemic

Health Recovery Services, Inc. (HRS) takes great pride in the quality and accessibility of the services that we provide through all levels of care. During this very unprecedented time, HRS wants to keep you informed about the actions we are taking to ensure that we can continue to provide these services while keeping current client and staff safe and healthy. HRS is taking necessary precautions in cleaning and sanitation in our facilities. HRS has asked all employees, if they are feeling ill or have symptoms that may be contagious, to not come to work. The health and safety of employees and those we serve is our overarching goal.

Residential
With guidance from HRS’ Residential Medical Physician/Director, HRS will be taking the following actions:
- HRS will monitor all current clients within the facility and will respond appropriately.
- HRS has incorporated the CDC basic virus screening guidelines in residential intake packets for prospective admissions to residential which will be reviewed prior to accepting the admission.
- HRS is informing all prospective admissions that if they have a prospective client that has a fever or feeling ill to contact us to reschedule the admission.
- HRS will be taking the temperature of all prospective admissions upon arrival to residential prior to them entering the facility, if the prospective client has a fever or exhibiting symptoms of illness, we will refer them to the local hospital for testing prior to being allowed to enter the facility. If the hospital confirms the client does not have COVID-19, the prospective client may be reevaluated for admission.
- HRS has already begun the process of requesting 30 to 45 day prior authorization extensions for those who are currently in residential services.

Opioid Treatment Program/Medication Assisted Treatment (OTP)
With guidance from HRS’ OTP Medical Physician/Director, HRS will be taking the following actions:
- HRS will be following the State of Ohio and SAMHSA guidance, acting accordingly to reduce and or minimize contact while assuring that clients receive medication and medical attention.

Outpatient/Prevention
- HRS has asked all clients that are feeling ill or that have a fever to reschedule their appointment or to utilize tele-psychotherapy.
- Tele-psychotherapy will be made available to those that have access to technology and utilize this process for receiving individual counseling and case management.
- Group counseling, scheduled prevention and intervention programs are temporarily suspended.

Should you have any questions, please feel free to contact me.

Sincerely,
Ellen Martin, CEO

Commission on Accreditation of Rehabilitation Facilities (CARF) Accredited

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