



May 1st, 2021

Update for Our Facility Partners

Health and safety- that of our patients, providers, facilities, and partners- remains our top priority.

As one of the nation's leading providers of mental health services to long term care facilities, we operate in multiple geographical regions, each with varying (and often changing) degrees of COVID risk and infection rates. We recognize that the preventative measures and protocol for each facility may differ and are based on each facility's current COVID status.

LifeSource is committed to remaining adaptable in our approach to safely delivering services. **Clinicians and staff who enter facilities on behalf of LifeSource fully support and comply with requirements established by each individual facility regarding vaccinations, testing, and outbreak management.**

Our Practice Analysts and Customer Service Advocates regularly communicate with our facility partners and clinical staff to ensure we are operating under the most current COVID protocols in place for each location.

INTERNAL MEASURES

- Our policies are updated regularly to reflect the changing circumstances within facilities. We review and refine our procedures to align with new developments and deploy solutions.
- Our flexible practice model allows us to respond quickly to changes, without interruptions to clinical visits. We can easily transition between on-site and telehealth services when and where necessary.
- Our providers and staff receive continuous training as the healthcare environment changes under the public health emergency.

ONGOING EFFORTS: *While we appreciate the slow decline in COVID cases, we remain vigilant.*

- We support and reinforce behaviors known to minimize the spread of COVID-19, including vaccinations. **LifeSource has encouraged all personnel to receive COVID vaccinations as recommended by the CDC.**
- We refrain from site visits if there's been contact with anyone who is symptomatic, or travel to high-risk areas.
- We obtain COVID-19 tests regularly for higher-risk communities, or when necessary otherwise.
- We continuously self-monitor for exposure or signs/ symptoms of COVID-19, including temperature checks and screening questions.
- We limit non-clinical time on campus; visits are succinct and focus on clinical care; non-clinical work is done off campus to minimize exposure for all.
- We follow all best-practice-guideline preventative protocol, infection control measures, and similar mitigation strategies; we take all necessary universal precautions.

We recognize and appreciate the hard work and incredible commitment of our facilities who are dedicated to keeping their patients and community safe from COVID-19.

We are an integral part of your patient care teams and remain committed to protecting the safety and wellbeing of all patients we serve. Please contact our office directly with questions or concerns.

OVER A DECADE OF MAKING YOUR GOALS, OUR GOALS!



Telehealth Services
A DIVISION OF LIFESOURCE



Are you experiencing anxiety or other stressors due to COVID-19?

The uncertainty of COVID-19 and your community's reaction can cause increased **stress and anxiety** among many individuals, especially those who may already feel a sense of **loss of control and/or isolation**.

At DocSource we are MORE than a mental health provider!

Are you experiencing:

- excessive worry, fear or panic attacks
- difficulty with communication
- feeling sad, empty or irritable
- loss of interest or pleasure, withdrawn
- appetite change
- sleep disturbance
- aggressive behaviors
- changes in thought process

Our clinicians have over 25 years of experience and can help treat behavioral health issues related to the Coronavirus outbreak. They are available 24/7 via Telehealth! Many insurances have waived copays due to COVID-19, so if you are experiencing mental health effects, call today!

Visit https://lifesourceinc.org/news/FacRelease-CoronaVIRUS-March_16_2020.pdf to read an important update from LifeSource in regards to COVID-19.

Telehealth via DocSource is the #1 answer to ALL your mental health questions and concerns.

CALL US TODAY!
833-DOC-SOURCE
833-362-7687

Referral sources - please call us at this number or fax referral form to 877-335-8386



Interested in Telehealth?

What is Telehealth?

Video-based telepsychiatry and teletherapy help meet patients' needs for convenient, affordable and readily-accessible mental health services. It can benefit patients in a number of ways, such as:

- Improve access to mental health specialty care that might not otherwise be available (e.g., in rural areas)
- Bring care to the patient's location
- Help integrate behavioral health care and primary care, leading to better outcomes
- Reduce the need for trips to the emergency room
- Reduce delays in care
- Improve continuity of care and follow-up
- Reduce the need for time off work, childcare services, etc. to access appointments far away
- Reduce potential transportation barriers, such as lack of transportation or the need for long drives
- Reduce the barrier of stigma

1

Dial **833-DOC-SOURCE** (or 833-362-7687) and the representative will guide you to the appropriate path for services.

2

Choose your provider/service and schedule an appointment. You will receive immediate confirmation via text/email.

3

Complete all necessary paperwork online (*at your convenience*) prior to the day of your appointment.

4

Attend your visit within a private location of your choosing on a computer, mobile phone or tablet.