



July 1, 2020

Dear valued client,

Thank you for selecting us as your partner in care on your mental wellness journey.

We understand that you and your family may be experiencing a range of emotions and changes related to COVID19. Our goal at Catalpa Health is to continue to provide you with mental health services in the safest and most clinically effective way possible.

At this time all mental health services will continue to be offered via telehealth (*video and audio*) as a way to lessen spread and risk of COVID19 for the safety of your family and our team members. This decision has been made and will continue to be made in alignment with guidance and recommendations from the Centers for Disease Control and Prevention (CDC), Wisconsin Department of Health Services, and our professional organizations and associations. If there are changes to this based on your personal treatment plan, your provider or a Catalpa team member will communicate this with you directly.

There is currently no set date to resume in-person services at this time at our physical locations. We will continue to monitor and assess the situation using the guidelines indicated above. **If you have been receiving care at our Appleton clinic locations, face-to-face services will not resume in the 442 and 444 N. Westhill Blvd. locations. These clinic spaces will officially move to one new location, 4635 W. College Avenue, as of Monday, August 3, 2020.** While we're eager to visit with you in this new space, please continue to schedule and plan for telehealth visits until changes are communicated by your provider or another Catalpa team member.

Please note that to accommodate the clinic move and final IT and technology transitions, ALL Catalpa Health locations will be closed and not providing services (*including telehealth*) on Friday, July 31. Please plan ahead for medication refills and other needs.

Find regular updates online at www.catalpahealth.org and on our Catalpa Health Facebook page. For questions or concerns, please contact us as 920.750.7000.

We are here for you, every step of the way.

Warmly,

The Catalpa Health team

Please note: a copy of this letter in both Hmong and Spanish translations is available in our "About Us" section with COVID19 updates online at www.catalpahealth.org

Nota: una copia de la traducción de esta carta en Hmong y en español está disponible en nuestro sitio web en la sección "About Us" ("Acerca de Nosotros") con información actualizada sobre COVID19 en www.catalpahealth.org

Lus ceeb toom: ib tsab ntawv luam txhais lus Hmoob thiab lus Mev muaj nyob rau ntawm peb lub website qhov chaw ntawd "About Us" ("Txog Peb") nrog rau tej yam hloov tshiab txog COVID19 www.catalpahealth.org