



STATE OF HAWAII
DEPARTMENT OF HEALTH
CHILD AND ADOLESCENT MENTAL HEALTH DIVISION
3627 KILAUEA AVENUE, ROOM 101
HONOLULU, HAWAII 96816

In reply, please refer to:
File:

March 20, 2020

Dear Providers,

The health and safety of you, our staff and clients are our utmost priority. Thus, the Behavioral Health Administration is closely monitoring the latest developments of COVID-19 and has begun to prepare for all possibilities. **We all play a role in preparedness and to reduce the possibility of the spread of illness, the CAMHD is committing to the following:**

1. As of Friday, March 20, 2020, all Family Guidance Centers will welcome visitors by appointment only. Most staff are teleworking and can continue to be reached by email or phone. You may also call the main Family Guidance Center line to be forwarded to CAMHD staff. We unfortunately do not have HIPAA-compliant drop boxes at all sites, so we humbly ask that you mail or fax any documents that cannot be securely emailed.
2. We will work to conduct all meetings by phone or video conference (e.g., treatment team meetings, community meetings, workgroups).
3. If families are scheduled for a meeting at our office, we will contact them the day before and ask if they or someone within the household are experiencing flu symptoms (fever, cough or shortness of breath), have been exposed to COVID-19, or have traveled out of the state within the past 14 days. If so, the appointment will be rescheduled.
4. Youth will still receive medication refills and telehealth sessions. Please contact your Family Guidance Center or Care Coordinator for more information.
5. As a reminder, HIPAA confidentiality protections do still apply. To document parent or guardian consent to treat via telehealth when written consent is not available, please add a progress note (0 units) specifically to document verbal consent. This note should contain date & time of consent, services consenting to, name of guardian, and name of the therapist or provider documenting this.
6. We will share the attached COVID-19 client memo with all clients and families.
7. All youth and family air travel are limited to admission and discharge from programs (including detention home and Hawaii Youth Correctional Facility) for now. Family visits and home passes that involve air travel will be on hold.
8. We will continue to authorize and encourage therapists to use telehealth for treatment services.

We also wanted to share a few other helpful resources:

1. State of Hawaii COVID-19 Website
<https://hawaiicovid19.com/>
2. CAMHD's COVID-19 Updates for Providers
<https://health.hawaii.gov/camhd/covid-19-memos-fags/>
3. CDC Resource on Managing Mental Health and Coping During COVID-19
<https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>

Information is rapidly evolving, and we remain committed to keeping you up to date on the situation and ensuring quality services for our youth and family clients. If you have questions, please do not hesitate to reach out to Provider Liaison, Carol Evans at Carol.Evans@doh.hawaii.gov or 808-733-9857.

Thank you for all that you do for our local families!

Sincerely,

Edward Mersereau, LCSW, CSAC
Deputy Director for Behavioral Health Administration
State of Hawaii, Department of Health

Scott Shimabukuro, Ph.D., ABPP
Acting Administrator, Child and Adolescent Mental Health Division
State of Hawaii, Department of Health

CENTER AND BRANCH CONTACT INFORMATION

OAHU

Honolulu (808) 733-9393
Central-Kaneohe (808) 233-3770
Central-Pearl City (808) 453-5900
Leeward (808) 692-7700

FAMILY COURT LIAISON BRANCH

(808) 266-9922

HAWAII ISLAND

Hilo (808) 933-0610
Kona (808) 322-1534
Waimea (808) 887-8100

KAUAI

(808) 274-3883

MAUI COUNTY

Wailuku (808) 243-1252
Lahaina (808) 662-4045
Lanai (808) 264-5423
Molokai (808) 553-7878