



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:

June 23, 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 is continuing to identify the best ways to maintain the essential work that we do together throughout this season and beyond.

We all play a role in preparedness and reducing the possibility of the spread of illness. Thus, the CAMHD is committing to the following:

- 1. Our physical offices will be open to the public on July 1, 2020. Many of our staff members will continue working outside of the office until further notice.** Please continue to contact CAMHD staff via phone, email or the main line of our offices and Family Guidance Centers. We welcome faxes and regular mail but might be slightly slower to respond in this season. Our help desk continues to be operational (DOH.CAMHD.Provider@doh.hawaii.gov (preferred) or 733-9309).
- 2. We ask that all visitors to our offices wear masks and be prepared to have their temperature taken upon entry.** Our staff are working hard to maintain infection control and will also be wearing masks, getting their temperatures taken, rearranging the office, and cleaning spaces regularly.
- 3. We recommend that in office meetings be held generally by appointment only.** If families are scheduled for a meeting at our office, we will continue to call to remind them of the meeting and ask them to reschedule if they or someone they have contact with 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. We will assist those callers by rescheduling appointments as soon as possible.
- 4. Youth will still receive medication refills and telehealth sessions.** Please contact your Family Guidance Center or care coordinator for more information.
- 5. We will share the attached updated COVID-19 client memo (or the associated information) with all clients and families.**
- 6. We will still work to hold all meetings by phone or video conference (e.g., treatment team meetings, community meetings, workgroups).**

7. **All youth and family travel are allowable (when part of the treatment plan) for admission and discharge from programs, family visits and home passes.**
8. **We will continue to authorize and encourage therapists to use telehealth (video/audio or audio only) for treatment services.**

We also wanted to share a few other helpful resources:

1. Department of Health's issues and advisories for COVID-19: <https://hawaiicovid19.com/>
2. Child and Adolescent Mental Health Division's (Social Media: @CAMHDHAWAII) COVID-19 Updates for Providers: <https://health.hawaii.gov/camhd/covid-19-memos-faqs/>
3. Behavioral Health and Homelessness Statewide Unified Response Group resources for providers and staff. Follow the group on social media (@BHHSURG) and sign up for the weekly webinars and newsletters: <https://health.hawaii.gov/bhhsurg/covid19-guidance/>

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! We are so grateful for your flexibility, commitment, sacrifice and collaboration with us. You are truly heroes in this season.

Sincerely,

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