



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:

August 28, 2020

Dear Providers,

Subject: Updates to CAMHD O'ahu Operations Considering COVID-19

On behalf of the CAMHD management, we continue to be grateful for your flexible spirit in this season. Our ruler for decision-making has always been (1) the health of you, our staff and clients, (2) physical distancing, and (3) maintaining the public health system. As a result, we plan to continue to serve our youth and families without a break in service while complying with the new City and County of Honolulu Stay at Home/Work from Home Orders.

Effective August 27, 2020 until at least September 9, 2020:

1. All O'ahu CAMHD offices 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 or office lines, as they will be forwarded to the 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. O'ahu staff will work to conduct all meetings by phone or video conference (e.g., treatment team meetings, community meetings, workgroups).
3. If families or members of the public are scheduled for a meeting at our O'ahu offices, we will contact them the day before and ask if they or someone within the household: (a) have tested positive for COVID-19, (b) have been exposed to a person with COVID-19, (c) are awaiting results of a COVID-19 test, (d) have been in close physical contact with someone with COVID-19, or (e) have had flu like symptoms in the last 48 hours (fever, chills, body aches, overall soreness, fatigue/tiredness, headache, cough, shortness of breath, new onset decreased sense of taste or smell, congestion, runny nose, sore throat, nausea, vomiting, or diarrhea). If they answer "yes" to any of these questions, 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. We will share the attached COVID-19 client memo with all clients and families. We will also have them posted on the Child and Adolescent Mental Health Division's COVID-19 Updates for Families page:
<https://health.hawaii.gov/camhd/covid-19-updates/>

6. All youth and family air travel are primarily limited to admission and discharge from programs. That said, we are considering therapeutic passes on a case by case basis. Please contact the Clinical Services Office with questions.
7. 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. Department of Health's issues and advisories for COVID-19: <https://hawaiiicovid19.com/>
2. Child and Adolescent Mental Health Division's (Social Media: @CAMHDAHAWAII) 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 Relations 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,



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