

Hello,

As we discussed, I will be out of the office and unavailable from Monday, August 19th at 8 am to Monday, September 9th at 9 am. I will not be checking emails or voicemails while I am away.

#### COVERAGE INFORMATION

Louise Rosales, DNP will be covering for her patients. She can be reached at work 802-434-4123 or, if necessary, on her cell: 802-324-3948.

Dr. Katie Rick will be covering for anyone who is not a patient of Louise's. She can be reached at 802-777-3035.

If you want a session or check in in my absence you may contact:

- The appropriate coverage person for you as noted above. The provider will do their best to schedule you.
- A resource such as [www.betterhelp.com](http://www.betterhelp.com) and <https://try.talkspace.com/>.
- Your primary care provider (GP) for other recommendations.

You will be responsible for verifying your insurance coverage if you use these resources.

If at any time you are experiencing an emergency and/or safety issue, call 911 or the Community Mental Health crisis line in your county. You may also click on this link for more resources: <https://mentalhealth.vermont.gov/services/emergency-services/how-get-help>. Also please use one of these resources if you contact the professionals covering for me and you cannot wait until they respond to you.

#### BILLING UPDATES

Billing will continue to process in my absence.

If you receive a bill during my time away, please remit payment. If there are any problems or questions, please pay what you think you owe and write a note on the bill. If your account is past due, please pay the balance. If you require a payment plan, please pay what you can and write a note on the bill explaining when the other payments will be made. We will resolve any issues when I get back. I appreciate your attention to payment!

I look forward to seeing you when I return!

Take care,  
Lisa

\*You received this information by email and it is on my outgoing voicemail message as well.