



# FAQ

## Are you open?

Yes, as of April 6th, the CFR offices are open in Ames, Boone, Clarion, Fort Dodge, Humboldt, & Webster City. Our Rockwell City and Pocahontas offices have been temporarily closed by the building owners; however our staff is available to see individuals either in our Fort Dodge location or via telehealth.

We're continuing to operate all outpatient and residential programs, but with extra safety precautions in place.

You may receive your outpatient services in person, or we also offer the option of connecting with your treatment provider from your own home, using an online telehealth program called "Zoom" or via phone.

## I'm not feeling well - if I cancel my appointment, will there be any penalties?

No, if you do not feel well and need to cancel your appointment, there will not be any penalties. Just call us and explain the situation. If you still want to connect with your treatment provider from the comfort of your own home, just ask about how to access telehealth services using your computer, tablet, or phone.

## I'm worried about COVID-19 and not sure if I should come in for my services.

We understand your concern and we're here for you! Give us a call and ask about options to use telehealth or phone for your outpatient treatment services.

## I heard you are offering telehealth services, but I'm not very technologically savvy.

That's ok! In addition to offering telehealth (audio + video) using an online system called "Zoom", during this pandemic we can offer services on the phone. Give us a call and we will help you through getting this set up with your treatment provider.

866-801-0085  
www.cfrhelps.org  
facebook.com/cfrhelps