

# WINTER

# &

# OTHER POLICY

# UPDATES

## Sacred Wandering

Because every journey is sacred.



### SNOW

This is a gentle reminder that if we are expecting two (2) or more inches of snow during appointment hours, the office will reschedule all affected appointments to ensure the safety of both clients and clinicians.

What does that mean? If two or more inches of snow is expected to begin at 3:00pm, all appointments after that time will be rescheduled - all appointments up to that time will be honored. If snow begins before appointment hours in the morning and is expected to last throughout the day - all appointments for the day will be rescheduled.

Basically this means reschedules may be within less than 24 hour notice.

We do keep tabs on all geographic areas of Wisconsin and will keep in touch with those affected.



### INFECTIOUS DISEASE

Please do not attend appointments if you are experiencing any of the following symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, or chills.

The Centers for Disease Control and Prevention recommends that people with symptoms remain at home until at least 24 hours after they recover from their last symptom without the use of fever-reducing medications.

You may be refused service if you show up to an appointment with any symptoms, and you may be charged for the cancellation.

### OUT-OF-THE-OFFICE

The following is the updated list of dates our office(s) will be closed:

Jan 28 – Feb 5, 2022 (R&R)  
April 14 & 15 2022 (Holy Week)  
June 27 – July 2, 2022 (Synod)  
July 4, 2022 (Duh!)  
Nov 24 & 25, 2022 (Thanksgiving)  
December 24 & 25 (Christmas)

Previously we were closed on March 2, 2022 for Ash Wednesday, however, we will be in the office for that celebration. If you wish to receive ashes, please notify Fr. Kenn in advance.

Third-quarter R&R has not yet been decided, but may take place sometime in October or November as in previous years.



### **Sacred Wandering**

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## I-43 UPDATE

As many of you have noticed, the construction on the I-43 corridor has already begin. In the coming months we will see much more happening including huge slow-downs and even some route detours. We will attempt to let everyone know well in advance of upcoming construction changes as soon as we are able. But you, too, can stay up to date by going to:

<https://projects.511wi.gov/43milw/closures/>

Arrive at your destinations safely...

Oh – and don't forget to fill your turn-signal fluid... You want them to be fully functional at all times!



## 4 AGREEMENTS

- Be Impeccable With Your Word.
- Don't Take Anything Personally.
- Don't Make Assumptions.
- Always Do Your Best.

## NEW EHR

In recent months, Sacred Wandering finalized a permanent move to an Electronic Health Record (EHR) company called ICANotes. Through them, we work in partnership with Anovalon for all electronic insurance billing. We have also moved to Square for credit card processing and now accept FSA and HSA cards for all qualified services at Sacred Wandering.

What does this mean for our patient portal and other features – they have been replaced, but our new portal is not as functional as the last one. We cannot collect payments through the portal, nor are clients able to make their own appointments. ICANotes is currently partnering with another service to provide the ability to make appointments directly through a company's website. As soon as we've vetted that service, I'll make it available to all clients. Until then we have to go old-fashioned – text, email, or call your clinician for an appointment.



## SHOWING UP FOR APPOINTMENTS

When you make an appointment, that time slot is locked and unavailable for further bookings. Showing up for an appointment is a sign of respect for the process of moving forward in health and wellness, as well as a sign of respect for the clinician's time.

If you routinely do not show up or late cancel your appointments, you may be discharged for noncompliance. Please - let's make sure that does not happen. Contact our office the moment you know you cannot make your appointment. We will work with you to reschedule and get you back on track!

Thank you for your time and respect.

## LOCATION, LOCATION

It's no secret... I've been fairly vocal about wanting a place of our own. No... unfortunately we're not quite there yet, but we are finally headed in the right direction.

At this time we are paid up on a two year lease till April of this year (2022), which will then leave us with another year to finish out our lease. But a change in building ownership may facilitate our ability to break our lease in April.

I am, therefore, beginning to look more seriously for an office that will allow us to continue delivering the services you have come to trust.

I'll keep you all updated as things begin to happen.

I've a good feeling about 2022...

## 5, 4, 3, 2, 1

When yer feeling panicky, please do NOT close your eyes (that will only serve to dissociate you from your surroundings). Use the following method to ground yourself:

- 5 – five things you see – and why.
- 4 – four things you hear
- 3 – three things you feel physically.
- 2 – two things you smell
- 1 – one thing you like to taste.

Ideally, this exercise should only take about 5 minutes. If you've gone through all 5 and are still feeling panicky, call or text a friend or your therapist for more help!