



Empowered Therapy Inc.
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SOPs:

Clinician Steps to draft an ESA letter

By: L.Burke L.Garski E Buettner M. Gray

Summary:

These are processes to follow when a client requests an Emotional Support Animal Letter. Please be sure to use these SOPs in conjunction with consultation with your supervisor, if applicable, and your on-site clinical director.

Resources:

ttyler@empoweredtherapy.org

PBenson@empoweredtherapy.org

lgarski@empoweredtherapy.org

On-site clinical directors

Initial Request:

When a client initially requests an ESA letter please inform them of the following requirements and procedures:

1. Client must have been in treatment with Empowered for at least one month.

- a. If you previously worked with the client in another capacity before Empowered, and feel comfortable with providing an ESA sooner than the timeline allotted, please reach out to your Clinical Director for approval.
2. A letter of support is billable at a rate of \$50.
3. Before a letter can be drafted, a session to be held with the client and their pet.
 - a. The first of the session will be held with client alone to assess anxiety, distress, etc.
 - b. The second part will include watching client with their pet to determine shifts in mood/functioning.
 - c. The final aspect of the assessment will be to scale with the client their experience w/ symptom before being with animal and after. (ie: “On a scale of 1-10, where is your anxiety/depression/etc before animal is present, and after animal is present?”).

Consultation :

If needed:

1. Please consult with supervisor (if applicable) or Onsite Clinical Director to explore clinical appropriateness of providing ESA letter.

Scheduling and Timecard Tracking:

TherapyNotes scheduling:

1. You will list your time spent working on the letter on TherapyNotes as a “Consultation” with the service code of “Billable, no ins: Letter writing”.
 - a. This will charge the client’s card on file for \$50.

The screenshot shows a 'Create New Appointment' window with the following fields and options:

- Appointment Type:** Consultation
- Patient:** name or ID of existing patient or **+ New Patient**
- Clinician:** Emily Buettner
- Location:** Main Office
- Service Code:**
 - ✓ 90 min out of po: 90 min visit, out of pocket only
 - billable, no ins: Letter Writing**
 - Billable, no ins: Insurance Management
 - Billable, no ins: 30 minute phone/video
 - Billable, no ins: 60 min phone/video Consultation
- Scheduled Time:**
- Duration:**
- Frequency:**

2. Then upload completed ESA letter to client's chart.
3. If you are releasing the letter directly to the client, you can:
 - a. Email the completed letter
 - b. Mail the completed letter
 - c. Or give the completed letter to the client at your next in-person session
4. If you are sending the letter to an outside party, please be sure to complete a signed Release of Information form (ROI).

Gusto Tracking:

1. You count this on your Gusto timecard by selecting the "Letter" job title.