

Telehealth at CARE Counseling

Today's Agenda

- Why Telehealth?
- Devices
- Setting up your environment
- During Session
- Telehealth Protocol at CARE
- Questions, Additional Resources

Why Telehealth?

- Convenient
- Secure and private
- Simple
- Access to more patients/immobile patients
 - a. Rural clients in MN
 - b. elderly
 - c. prison populations
 - d. in-school services
- Access to specialists
- Reduce no-shows/cancellations with no travel time
- “I have the provider’s full attention”
- The wave of the future (5-10% of all sessions by 2025).

Benefits of telehealth



Convenient

Deliver behavioral health services from your home, office or when traveling



Simple

Use your private computer with a camera and high-speed internet



Opportunity for extra income

Offer additional and/or non-standard appointment hours



Open access to more patients

Treat members who live in rural areas or with mobility issues



Secure and private

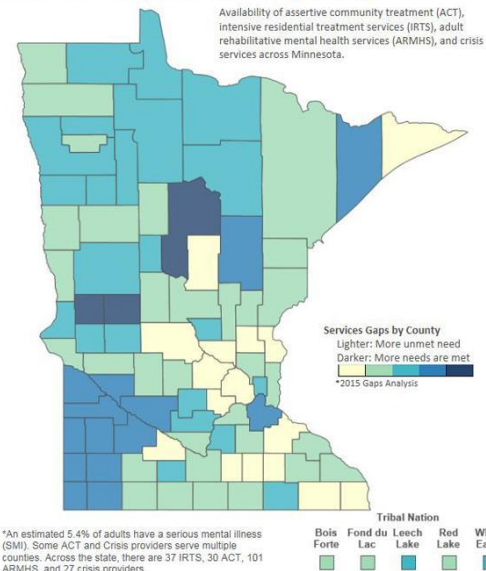
HIPAA-compliant platform



Reduce no-shows/cancellations

No member travel time required

Adult Mental Health Services by County



*An estimated 5.4% of adults have a serious mental illness (SMI). Some ACT and Crisis providers serve multiple counties. Across the state, there are 37 IRTS, 30 ACT, 101 ARMHS, and 27 crisis providers.

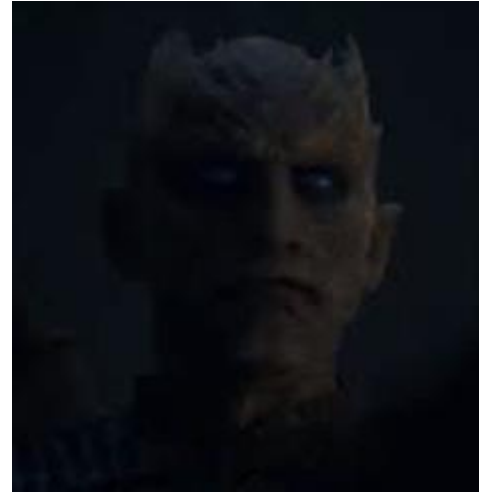
Devices

- Microphone*
- Camera
- Included in laptop, tablet, or phone
- Phone accessible in case there is disruption in video connectivity
- ZOOM



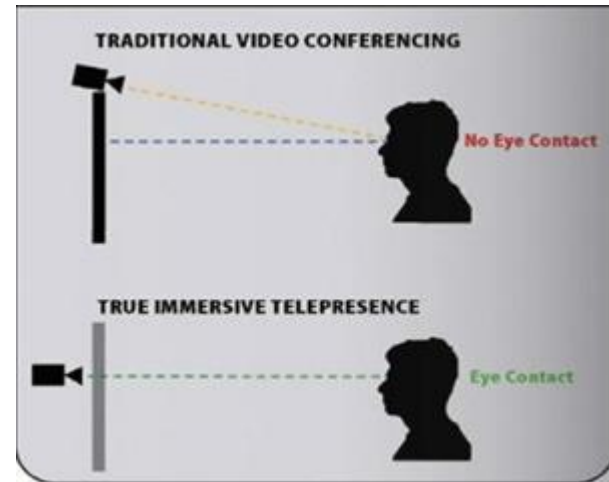
Setting Up Your Environment

- Lighting
- Color
- Audio quality and volume
- Eliminate extra noise or notifications on screen



Setup Continued

- Camera/gaze angle/proximity
 - Same height of eyes off of the ground
 - Shoulders up, with space above head
 - Turn off mirrored picture view feature to avoid distraction
- Professionalism
- **Set client expectations**



I'M WEARING PYJAMAS



Telehealth Consent Form

- Review the Consent Form
- Quick Role Play with partner
- Questions/Concerns?

Get Telehealth Consent Form signed with all clients

During Session

- Informed consent and additional risks and benefits to Telehealth therapy
- Best practice- Safety plan or emergency management established before the session
- Remain calm and work through technology issues together
- Identification, location, and scanning the room
 - a. Verify and document in TN



During Session

- Backup plan if technology does not work
- Expressive with face and voice/lack of body language
- Communicating any off screen actions, I.e. “when I look away I am writing a note”
- Avoid multitasking

THIS WILL BE TEMPTING FOR BOTH PARTIES !



What if Telehealth is First Session?

- Be calm, treat as if it's a standard DA session
- Go over all paperwork
- Clients have been provided documents in advanced
 - client document tab if they have been signed
 - if not, work with the client and sign as you go
 - *cannot start session until all forms are signed
- Emphasis on Telehealth consent form
- PHQ-9 toward beginning of session; if SI is elevated, move through suicide screener (at least first few items)
 - DA mode to Emergency mode if SI is high
- Access Zoom from client perspective

Who is a good candidate for Telehealth?

- Why or Why Not?
- Examples

Joining a Meeting

~1 min



Meeting Controls

~1 min



How to Schedule Zoom Session at CARE

- Email info@care-clinics.com with appointment date, time and location
- Admin staff will set up appointment directly and email the link to the client
- A few minutes before the scheduled session time, stop by lobby desk to pick up the iPad
- Zoom App will be opened and meeting will be started by admin team. Take iPad to your office and begin session.

Telehealth at CARE Counseling

- Access to 4 iPads (Clifton 1&2, Aldrich 3&4)
- Tripod stands
- Telehealth Informed Consent now in intake paperwork
- Zoom, Verizon line
 - If you cannot connect with audio and video within 15 min, do not bill and take that time to apologize for any inconvenience and reschedule.
 - If session is intense and need to maintain conversation on phone, that is ok but will not be billable.
- **Besides connection issues, what concerns do we have about using Telehealth?**

Questions?



Resources

- Guidebook to Telehealth Counseling in Dropbox
- telementalhealthtraining.com
- zurinstitute.com/course/certificate-in-telemental-health/
- <https://zoom.us/healthcare>