Telehealth – What you Need to know

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What is telehealth?

"Telehealth is the distribution of health-related services and information via electronic information and telecommunication technologies. It allows long-distance patient and clinician contact, care, advice, reminders, education, intervention, monitoring, and remote admissions."
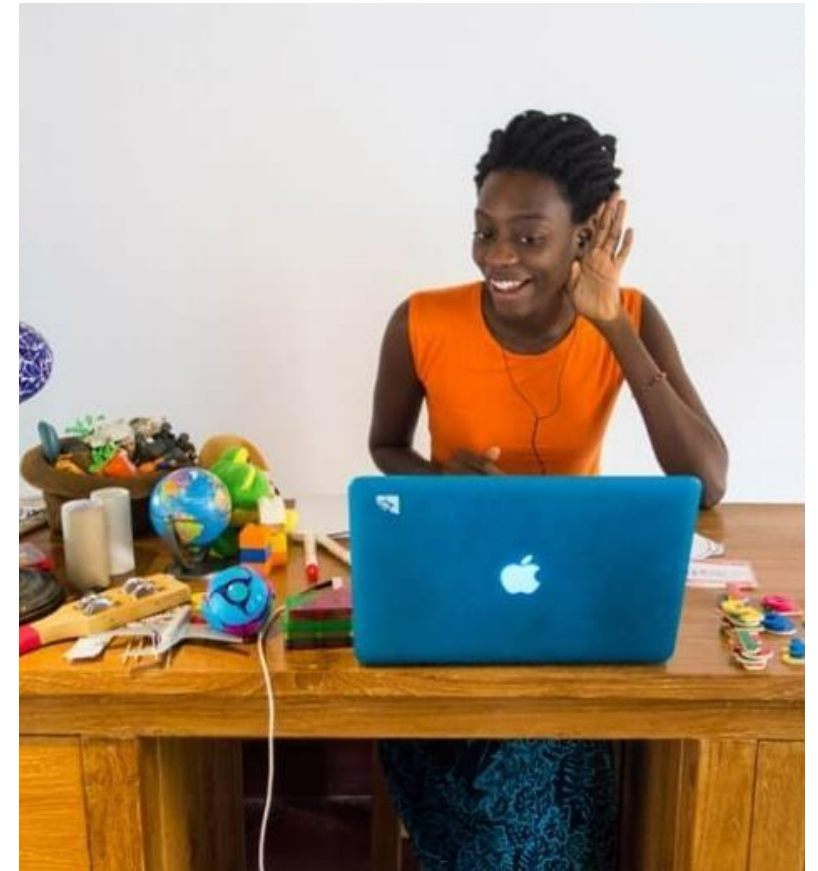
At SDCC we can provide telehealth by phone or videoconferencing.

What services can we provide with telehealth?

While some of these require a great deal of creativity, we think most of our typical services can be offered using telehealth, including:

❑ Individual and Family Therapy (video)

❑ Collateral Contacts (phone or video)

❑ Support with case management (phone or video)

❑ Crisis Intervention (phone or video)

❑ Skills sessions (video)

❑ CFT Meetings (Phone or video)

Obtaining Consent

San Diego Center for Children
TELEHEALTH INFORMED CONSENT

SDCC Program Name: _____

Youth's Name: _____

Birth Date: _____ **Admit Date:** _____ **Medical Record #:** _____

DEFINITION: Telehealth is broadly defined as: the mode of delivering health care services and public health via information and communication technologies to facilitate the diagnosis, consultation, treatment, education, care management, and self-management of a patient's health care while the patient is at the originating site, and the health care provider is at a distant site.

PURPOSE: The purpose of this form is to obtain your informed consent for the provision of telehealth as defined above.

RIGHTS:
- I understand I have the right to withhold or withdraw consent at any time without affecting my right to future care or treatment.
- I understand I have a right to access my treatment information in accordance with CA and Federal regulations.

CONFIDENTIALITY: The laws that protect the confidentiality of my treatment information also apply to telehealth. As such, I understand the information disclosed by me during therapy or other treatment services is generally confidential. Any limits of confidentiality are detailed in SDCC's Informed Consent for Mental Health Treatment Services and Notice of Privacy Practices, which were provided to, and reviewed with, me/my child at the time of admission.

RISKS:
I understand that, despite reasonable efforts made by SDCC and my treatment providers, there are risks associated with the use of telehealth, which may include but are not limited to:
- The transmission of my treatment information could be interrupted or distorted by technical failures.
- The transmission of my treatment information could be interrupted by unauthorized persons.
- The electronic storage of my treatment information could be accessed by unauthorized persons.

Important:

If unable to get a signature in person, we must document verbal consent in the medical record.

Additionally, I understand that:

- telehealth services may not be as complete as face-to-face services;
- there are potential risks and benefits associated with any form of mental health treatment or services, and that despite my efforts and the efforts of my treatment providers, my condition may not improve, and in some cases may even get worse;
- results of telehealth services cannot be guaranteed or assured;
- telehealth services are not to be relied upon in an emergency; and
- in the event of a mental health emergency, I should immediately call 911 or the San Diego County Crisis Line at 888-724-7240.

ACKNOWLEDGMENT & AGREEMENT:

- By signing below, I acknowledge that I have read and fully understand this consent form, that I have discussed this information with my therapist, and all my questions were answered satisfactorily.
- By signing below, I'm agreeing to receive telehealth services.

_____   _____
Youth Signature   **Date**

_____   _____   _____
Parent/Legal Guardian Printed Name/s   **Parent/Legal Guardian Signature/s**   **Date**

☐ Obtained verbal informed consent on the following date*: _____

_____   _____   _____
Provider Printed Name & Credentials   **Provider Signature & Credentials**   **Date**

*Signatures must be obtained at next face-to-face appointment.

Technology Available

- SDCC Issued Cell phones
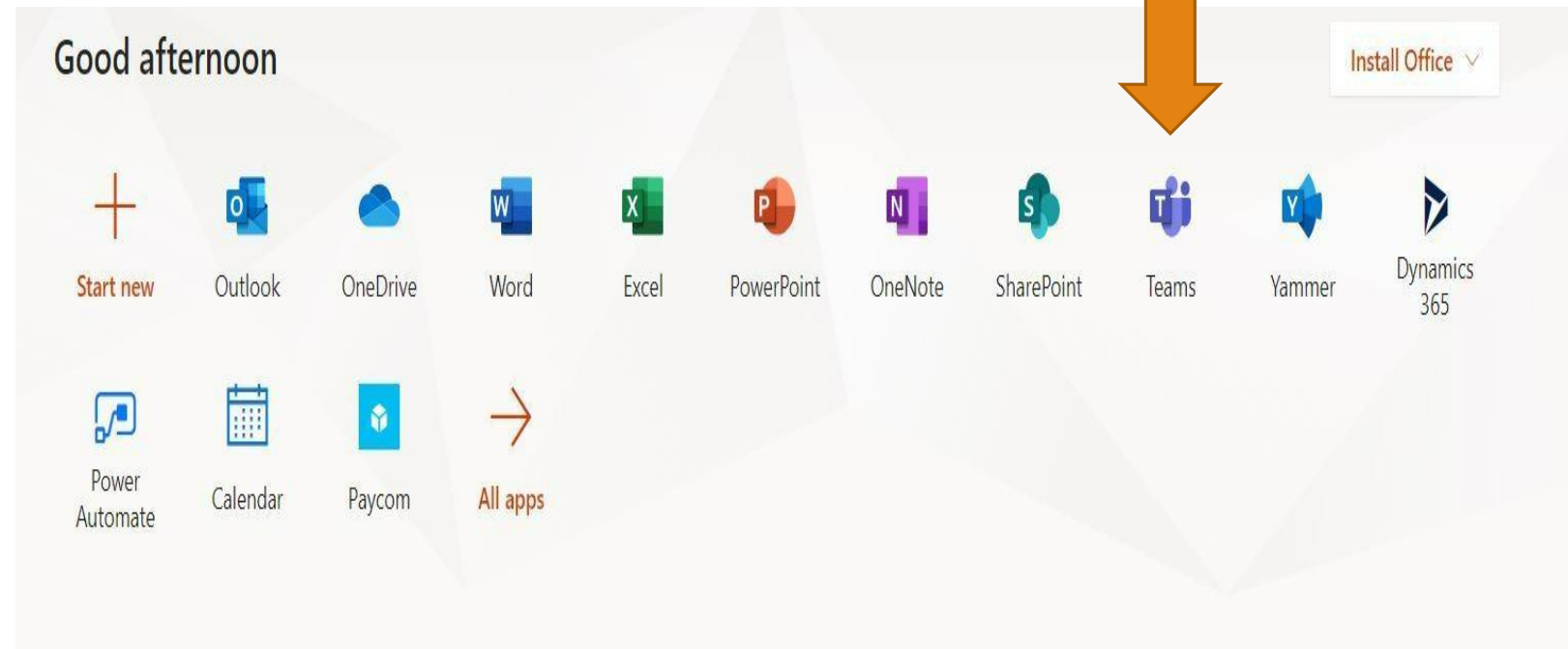
- SDCC Issued iPads

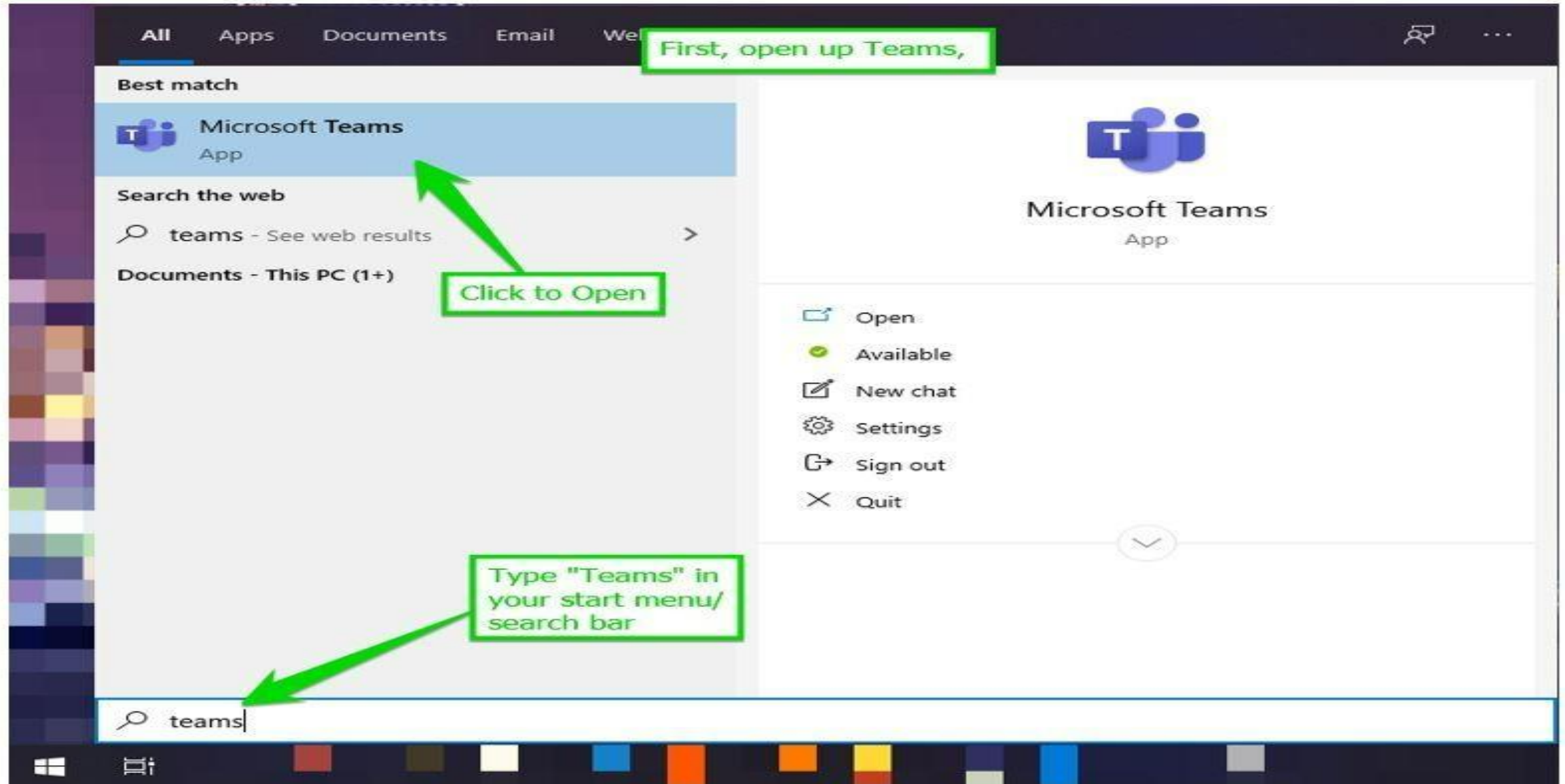- ShoreTel Phones

- SDCC Issued Computers

Microsoft Teams

Microsoft Teams is an application already included in your Microsoft Office Suite that allows video-chatting with individuals or in a meeting format with multiple people. The person you're chatting with does not need their own account.

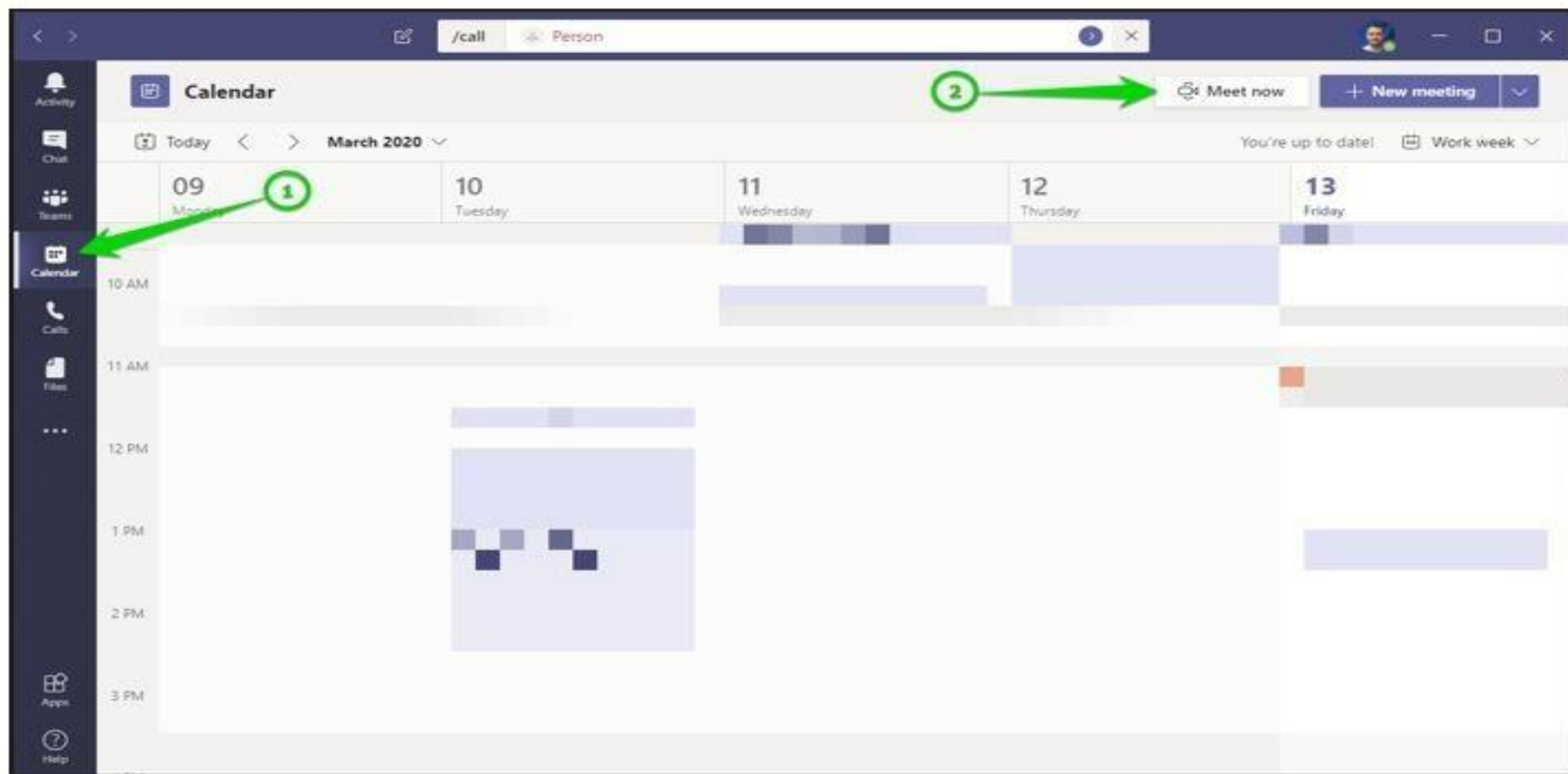Directions below, courtesy of SDCC IT

Step 1)

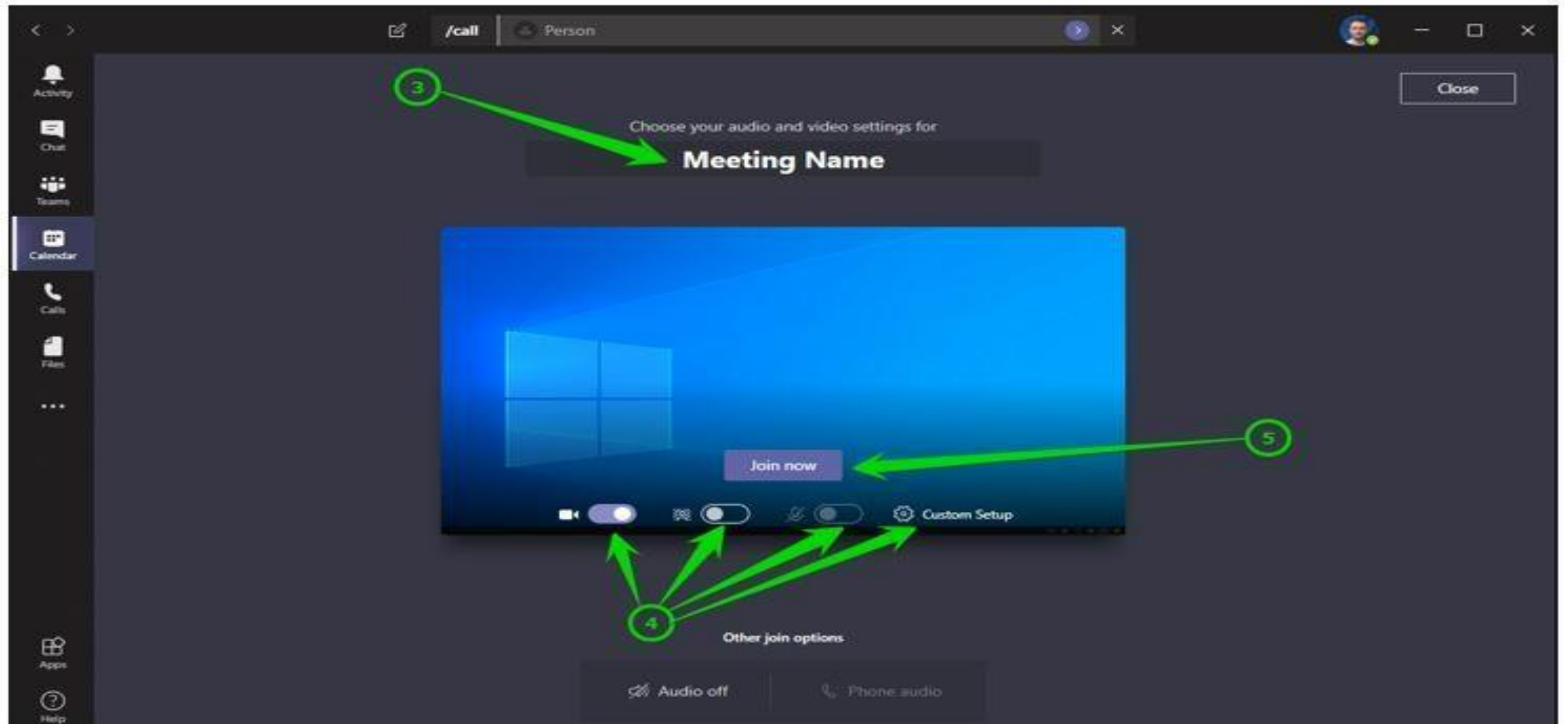First things first. Open up Teams using the following steps, if it's not already open.
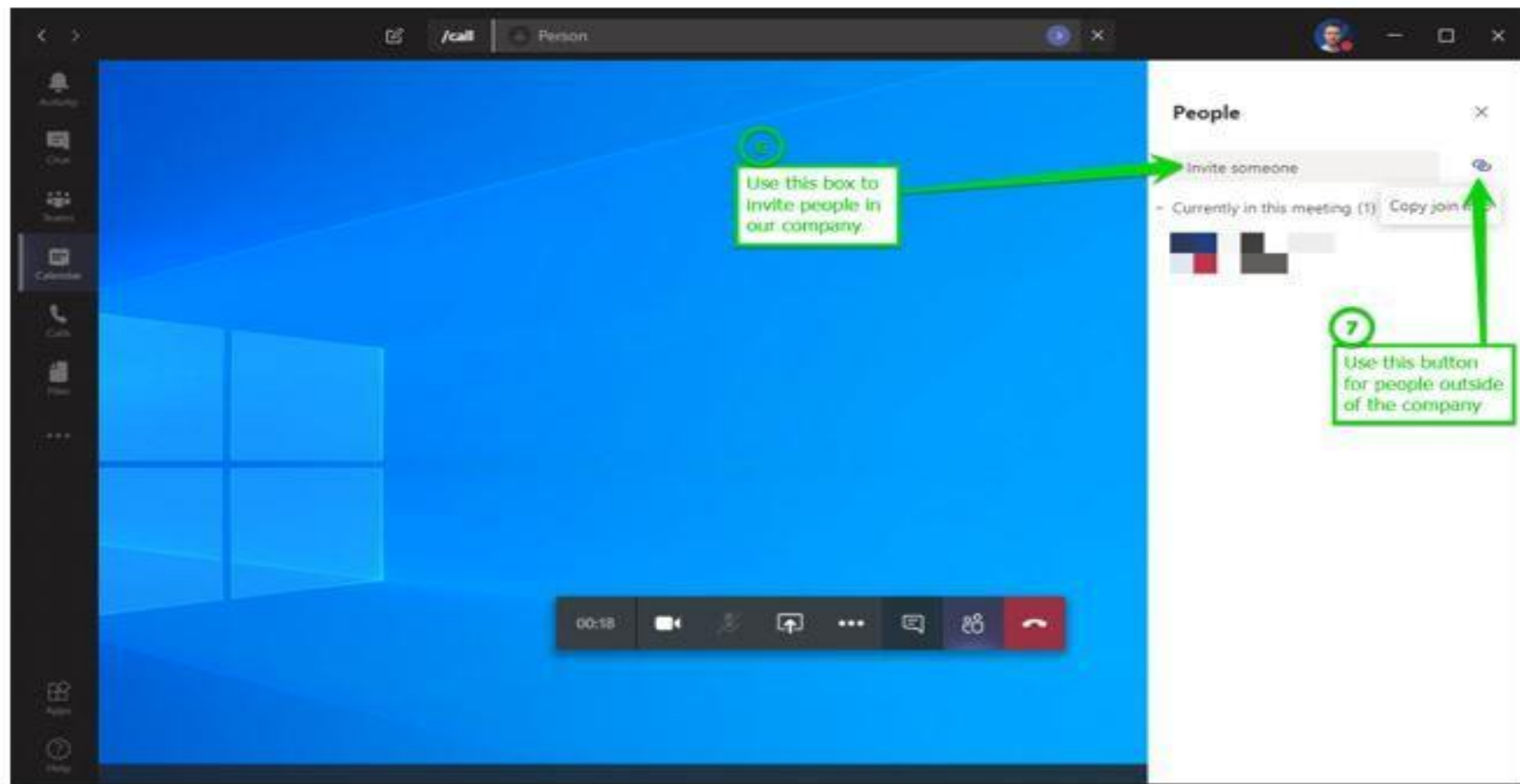
Step 2)

Click on Calendar ①, then on "Meet now" ②.

Step 3)

Choose your meeting name ③ , select your call options (such as camera, audio settings, and others) ④ , then choose "Join now" ⑤

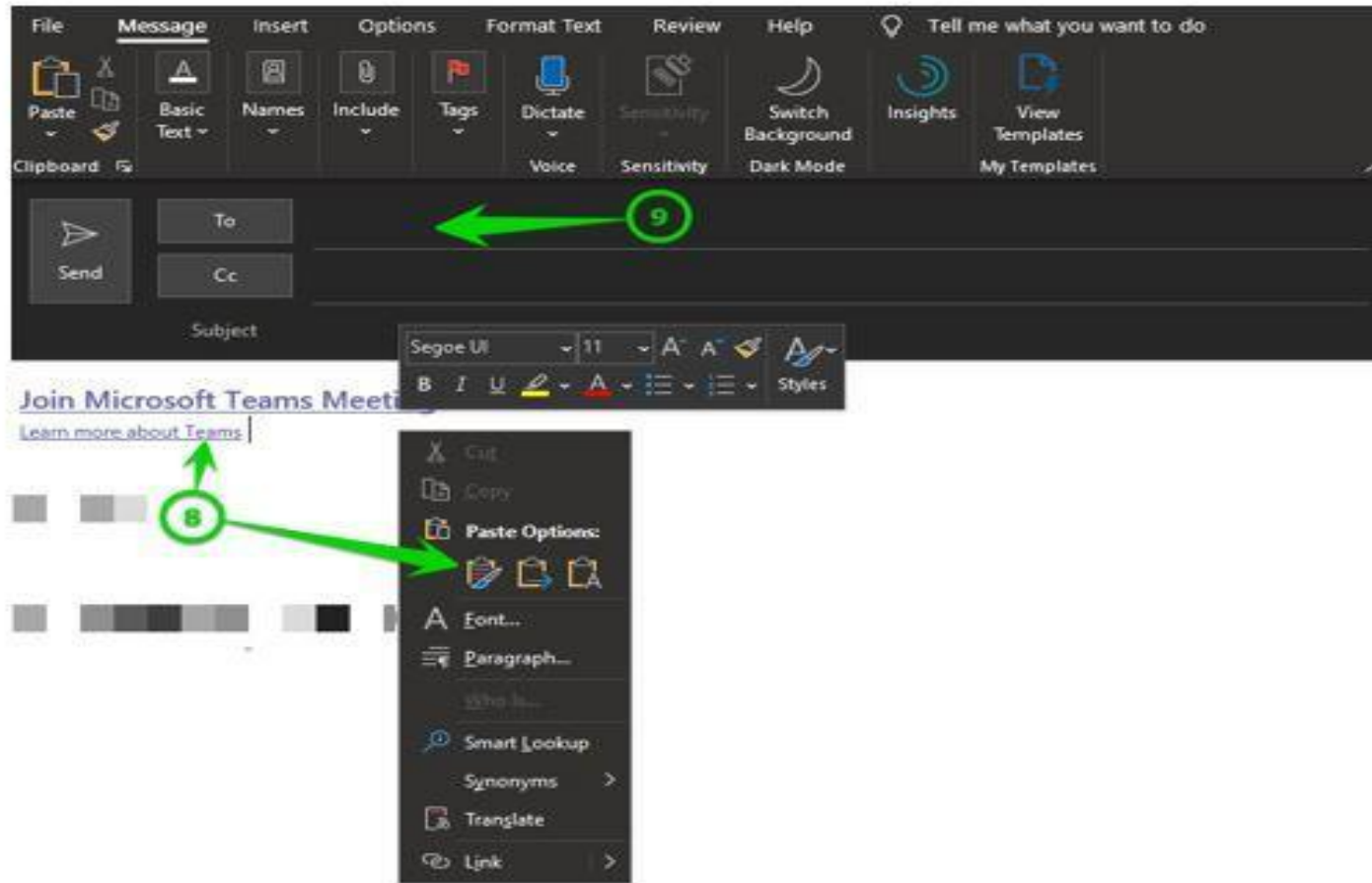## Step 4)

Type in names of people you want inside our company in the meeting ⑥ and the chain link button to copy the link for someone outside of the company ⑦.
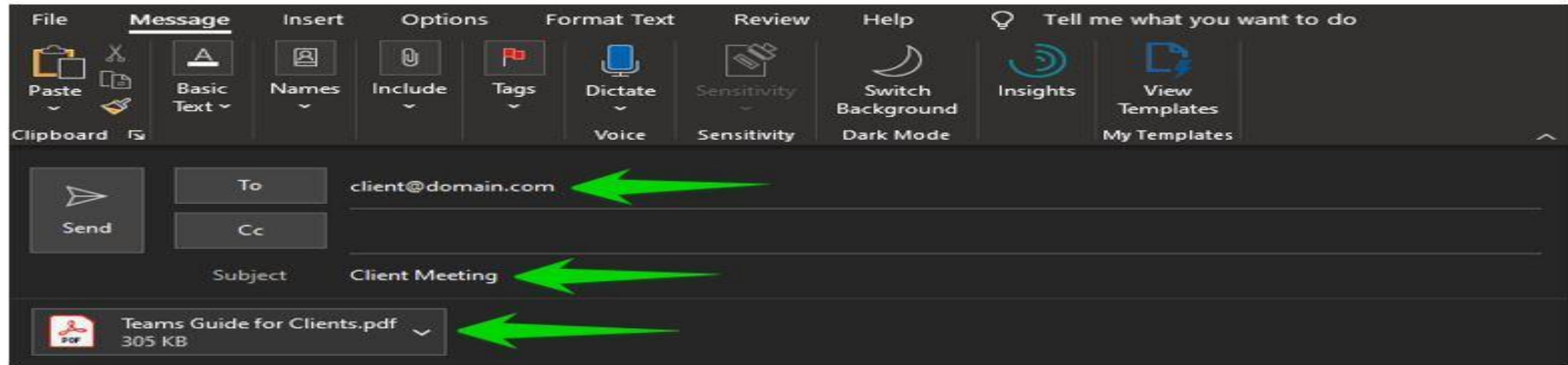
Step 5)

Once you have the [Copied to clipboard] message, you can then paste the link into an email by starting a new email, right click, and paste ⑧. Type in who to send it to ⑨ and all they need to do is click the link! They can open it right from the browser. Download and attach <this PDF> to send to the client.

Step 6)

Download and attach [this guide](#) to send to the client if they require assistance. Please note, giving the client the link to the guide will not work, as they will not have access This will give instructions on how to open the meeting on either their PC, Chromebook, or mobile phone.

Join Microsoft Teams Meeting
Learn more about Teams

Send it and you're done! Make sure to check your camera and microphone, just as you would in Skype.
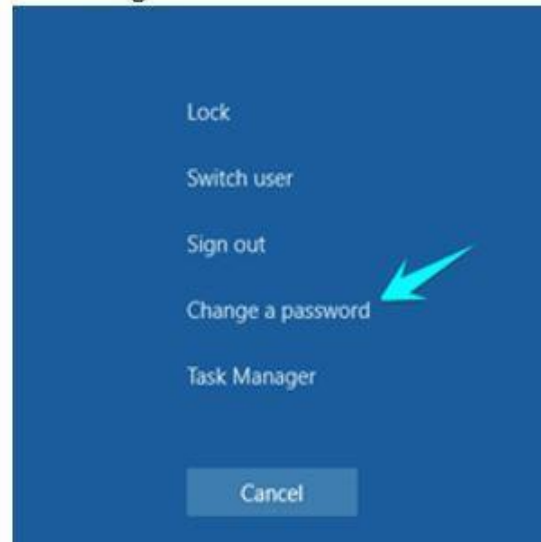
A few more considerations for TEAMS…

❑Use the app versus the online version which enables more features

❑Consider blurring your background

❑Practice connecting with each parent at least once before the actual telehealth session so you can work out the bugs together

❑While it's what we have, just know it's not the best for CFTs because you can't see everyone all at once – zoom and google hangouts are better for this, but not HIPAA compliant

❑Use whiteboard! You can draw on the screen and the kids can too ☺

❑The online version does not work in Safari – if the person is using an apple device, they must download the app, but they don't need an account; other web browsers should allow them to connect from the link

Duy says, when working from home:

1. **Work on company assigned laptops.** Our laptops have several security features implemented such as encryption, endpoint security, and domain group policies.

2. **Work on Password Protected Private Networks or Protected Mobile Hotspots.**

3. **Avoid working in public, but if it is absolutely necessary, use privacy filters.**

4. **If staff is expecting to work remotely for an extended time, change the password before leaving the site:**
   a. On your device, hold Ctrl + Alt + Delete
   b. Click "Change Password". This will give staff 90 days before requiring another password change.

Lock

Switch user

Sign out

Change a password

Task Manager

Cancel

Don't Worry!

You are NOT without IT Support! Remote support is available to you, so please continue to use our Helpdesk ticket system for any issues.

If you have any questions or would like assistance doing this, please contact your IT department by phone at 858-633-4111 or by email: helpdesk@centerforchildren.org

Getting Started

Required actions of mental health practitioners for ***every*** telehealth session:

❑ At the beginning of ***every*** telehealth session, the clinician must verbally obtain from the client and document the client's full name and current address. This is to prevent impersonation and to better assist in case of an emergency.

❑ The clinician must assess the appropriateness of providing services via telehealth *each* session and document it in the client's record as the client's mental health can change between sessions.

❑ The clinician must utilize industry best practices to maintain client confidentiality through the security and privacy of the means of communication. Documentation of the clinician's due diligence in this area is recommended.

A Cautionary Tale….

This is Robert….

Robert is LIVE….

This is Robert's daughter…

Did we mention Robert is live?

Don't be like Robert.

The End.

So what do we need to do to make sure our telehealth spaces are right?

Your Telehealth "Office Space"

You are encouraged to assess carefully the remote environment in which services will be provided, to determine what impact, if any, there might be to the efficacy, privacy and/or safety of the proposed intervention offered via telehealth. Such an assessment of the remote environment may include a discussion of the client's situation within the home, the availability of supports, risk of distractions, potential for privacy breaches or any other impediments that may impact the effective delivery of telehealth services. Along this line, staff are encouraged to discuss fully with the clients/families their role in ensuring that sessions are not interrupted and that the setting is comfortable and conducive to making progress to maximize the impact of the service provided.

"Office Space"

Remember that when working from home, you must have a designated, secure space for your online therapy sessions.

Here are a few things to keep in mind regarding your space:

Privacy: Select a space that is private and free of distractions. You want to make sure that no one else (family, children, roommate, neighbors) can hear the conversation between you and your client.

Noise Level: Ensure that there are no noises that could be distracting to you or the client during your session. This includes doorbells, noises from outside, TVs, radios, and other conversations.

Visual Distractions: Your background in the camera should be free of all clutter. Having a neutral colored background or wall can help from distracting your client.

❑Lighting: Try to maintain a consistent light source throughout your session. Avoid having light sources behind you as this can cause your face to be shadowed. Make sure your face is fully lit and in the frame during your session. It is recommended to place lights around the room or ensuring you have good natural light in your space. Try to keep windows and curtains closed if they are behind you to ensure you have consistent lighting and to protect the privacy of your clients.

❑Clothing: Even though you may not be leaving your home, dressing professionally during your telehealth sessions is important. Wear clothing that is in contrast with your background but try to avoid patterns because they can be visually distracting and cause eye strain for your clients.

  ❑Consider wearing plain, solid-color shirts (pastel or jewel tones) and avoid bright colors or stripes. Very bright shirts and shirts with busy patterns (stripes) can create a distracting optical illusion.

❑Eye contact: Maintaining eye contact during your online sessions is imperative. You want your client to feel as if they have your full attention. Avoid doing other work, looking at other screens, or taking notes for long periods of time. It can be distracting, and even unnerving, for your clients if they see you constantly looking away. Be mindful of your eye contact and explain to your clients why you are looking away when it is necessary.

Pets, and Kids, and Photos, oh my…

What did we learn from Robert about kids?

❑ Lock the doors if you're not home alone (maybe put a sign on it)

❑ They still see it, even if you pretend it's not there. Acknowledge it, fix it, move on.

❑ Other things to consider:

- What's in the frame that you wouldn't normally share with clients? Family photos, bath robe, tennis trophy? If it's personal, remove it.
- Consider having a wall behind you versus wide open space
- Animals, however cute, are likely distracting – secure them elsewhere
- Set camera on a flat surface – if you set it on your lap and move a lot that's distracting
- Have what you need with you, so you don't have to get up

Things happen...

Emergency services: Since you are providing care from a distance, it is important for both you and your client to know where they can access emergency services near them. You should know this information for every client you see and you should include it in their charts.

Disruptions due to technology: Have a plan and discuss with your client what to do if there is a disruption due to technological problems. Remember this can be frustrating or cause anxiety to clients but reassuring that you have a plan can reduce those emotions.

Keep emergency numbers handy when doing telehealth!

Documentation

❑ Be sure to review the telehealth consent and document verbal consent in the medical record when you are unable to obtain a signature

- *Informed consent for telehealth services was read to the youth/parent, including applicable rights and risks related to the provision of telehealth services. The youth/parent stated that s/he understood their rights, and the associated risks, as they pertain to the provision of telehealth services. The youth/parent gave consent to engage in telehealth services prior to the provision of telehealth services.*

❑ Be sure to document that you verified the client's identity and physical location and assessed for appropriateness for telehealth in each session note

Be sure to indicate telehealth in the proper service indicator location

In Cerner it looks like this:

Ok, but we do we actually *DO?*

CLINICAL STUFF

You called for help?

IHASAHOTDOG.COM BY

Continuity of Care

We are not teletherapists.

We don't really know how to do this yet and we're not expected to know.

This is not a long-term situation.

None of this is normal.

Continuity of care doesn't mean that we're picking up where we left off at our last session as if everything is normal. It means we're amid this chaos and trying to do the best we can for our clients with what we have.

Where to start:

Start with a conversation with the parent

- ❑ What tech do they have on hand for video sessions? (Phones/Computers/Tablets?)
- ❑ What's reasonable in terms of privacy, time they can be engaged in family sessions, etc.
- ❑ What toys/supplies do they have on hand that might be good to have close at hand for session (especially for younger kids)
- ❑ Would they like to attempt sessions with the child by video or would they prefer to just get parent support for a while?
- ❑ If they want to try having us work with them and the child or the child alone (for older children), what do they think would be the most helpful focus for session in the short term? (Again – we're not just picking up where we left off necessarily…we may be just doing regulation work and COWs)

Littles (0-5s)

- ❑ PCIT PRIDE Skills

- ❑ Parenting Skills and Psychoed

- ❑ Directing Theraplay activities

- ❑ Bibliotherapy (real books and videos)

- ❑ Yoga Pretzels, Cosmic Kids, and other movement activities

- ❑ Feelings Identification/role play with cards and pictures

- ❑ Filial therapy with parent coaching

Mediums (6-11s)

- ❑ Hidden object game
- ❑ Watching and talking about videos
- ❑ Drawing or sculpting/playdoh games (copying, following directions)
- ❑ Communication games
- ❑ Mirroring games
- ❑ Feelings cards or bingo
- ❑ Charades
- ❑ Online games
- ❑ Theraplay Activities
- ❑ Bibliotherapy (real books or videos of books being read)
- ❑ Mystery box
- ❑ Movement activities (Yoga pretzels, cosmickids.com yoga, etc.)

Bigs (12 to TAY)

❑ Talk sessions

❑ Online games

❑ Art activities

❑ Watching and talking about YouTube videos, music videos, etc.

❑ Reviewing psychoeducation materials

❑ Looking at online resources (case management)

Parents

- ❑ Talk sessions
- ❑ Reviewing available online resources
- ❑ Reviewing training materials (Parent Group PowerPoints and others)
- ❑ Psychoeducation
- ❑ Watching and talking about online training videos
- ❑ Self-Care
- ❑ Helping plan activities for kids

Some online resources

- Anxiety (ages 5-12, $): Gozen.com

- Emotion-management (age 4-5, free): Breathe, think, do sesame street app

- Talking about feelings (ages 4-10, free videos):

- Inside out "How is she feeling?" https://www.youtube.com/watch?v=dOkyKyVFnSs,

- Guessing emotions (4-6): https://www.youtube.com/watch?v=MeNY-RxDJig

- Sadness over loss Inside Out: https://www.youtube.com/watch?v=kdhjztWMnVw

- Dancing it out to different emotions (4+): https://www.youtube.com/watch?v=fmMUCMesVtE

- Anger (5+): https://www.youtube.com/watch?v=DbpTohPUhMw

- Understanding and discussing emotional intelligence (12+): https://www.youtube.com/watch?v=n9h8fG1DKhA

- Screen share kimochi emotion chart and have child act out a feeling they had over this last week and you need to guess. https://languageduringmealtime.com/wp-content/uploads/2015/04/Kimochis-e1429039370972.jpg

- Uno: https://play.unofreak.com/?fbclid=IwAR3WBb1r7UfLwOMh4uMCJBJufBEwgMCZvkcu6AfbUAiLouzRuIQeqHqqYro

Articles With Intervention Ideas

Tele-mental Health and Children – 20 Free Minimal Supply Activities

- https://www.meehanmentalhealth.com/the-playful-therapist-blog

COVID 19 – E Therapy in Times of Isolation

- https://www.psychologytoday.com/us/blog/expressive-trauma-integration/202003/covid-19-e-therapy-in-times-isolation

Interventions for Online Therapy with Children and Youth

- https://www.guidancett.com/blog/interventions-for-online-therapy-with-children-and-youth-2020

100 Art Therapy Activities

- https://intuitivecreativity.typepad.com/expressiveartinspirations/100-art-therapy-exercises.html

Additional Resources

SD County Contract Specific Info related to Telehealth

The Organizational Provider Operations Handbook, Section D addresses Telehealth Services (D12 – D14)

https://www.optumsandiego.com/content/dam/san-diego/documents/organizationalproviders/opoh/07_-_OPOH_-_Section_D_-_Providing_Specialty_Mental_Health_Services__2.21.20.pdf

MUST REVIEW:
https://www.sandiegocounty.gov/content/dam/sdc/hhsa/programs/bhs/CYF/cyf12telehealth.pdf

SAMSHA Telebehavioral Health Training and Technical Assistance

https://www.integration.samhsa.gov/operations-administration/telebehavioral-health

Self Care & Staying Connected

Possible Barriers to Staff Well-Being

Which of these are you currently experiencing or sense you might experience before these circumstances pass?

- Unknown/uncertain future
- Difficulty concentrating/distraction/distress
- Anxiety, fear, worry
- Loss of control
- Confusion
- Isolation/loss of connection
- Limited ability to engage in meaningful work/limited ability to help our clients
- Insecurity about how to do this work in this new circumstance
- What else?

Resiliency and Self-Care

The 7 C's (+1): Consider what is in place and what feels threatened

- ◦ Confidence - I believe I can do this
- ◦ Competence - I have the knowledge and tools
- ◦ Contribution - I'm helping my kids and families
- ◦ Coping - I'm taking care of myself
- ◦ Control - I can choose and decide some things
- ◦ Connection – I'm not in this alone (teaming and feeling felt)
- ◦ Character – I will do what's needed and what's right with Integrity and accountability
- ◦ Bonus C! **Communication** – I will communicate with my team about what's going well, what I'm worried about, what ideas I have, and what I'm planning.

Being Proactive: Ideas

Engage in Control

- Physical health: sleep routine, healthy diet, movement
- Be empowered to make decisions and choices that are in your control (self-care and clinical considerations)
- Schedule and take a lunch break and make a healthy meal

Engage in Coping: grounding/mindfulness practices

- Journaling
- Gratitude practice, breathing practice, loving kindness practice
- Two wolves- feed our peaceful wolf, be compassionate to our fearful wolf
- Use our senses: see hear, feel, smell, taste

Engage in building Confidence/Competence/ Contribution: professional learning/sharing

- Trainings
- Creative thinking and problem solving about our work
- Try something and see how it goes
- Case consult and sharing of ideas

Find ways to connect

Engage in connection/ communication/contribution
- Regular check-ins: partners, small groups, large groups
  - Regular and required versus optional
- Work with a partner on something
- Schedule a virtual coffee date with a coworker
- Share humor/memes/stories
- Play (practice those games we're going to try with the kids!)
- Other ideas?