Healthy Start
Virtual Grantees' Meeting

Creating & Maintaining a Sustainable, Ethical, & HIPAA Compliant Telemental Health Practice

Jana Glass, LPC, MAC, PMH-C, BC-TMH
Supportive Solutions

June 24, 2020

Agenda

Housekeeping	Olivia Giordano, NICHQ
Introductions	Cynthia Dean, Missouri Bootheel Healthy Start
Creating and Maintaining a Sustainable, Ethical, and HIPAA Compliant Telemental Health Practice	Jana Glass, Supportive Solutions
Q&A	All
Closing	Olivia Giordano, NICHQ

Meeting Logistics

Please note the following:

- This session is being recorded, and will be archived for future viewing.

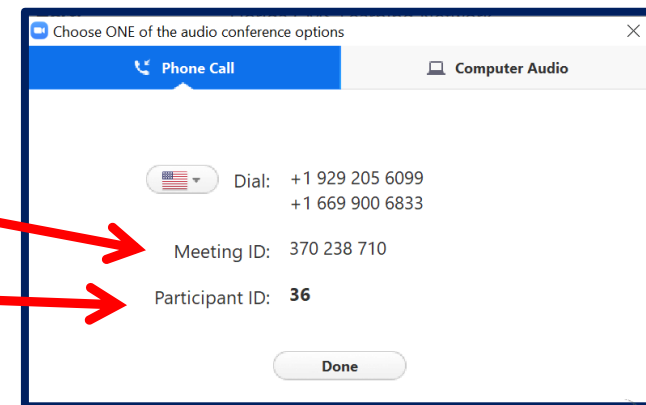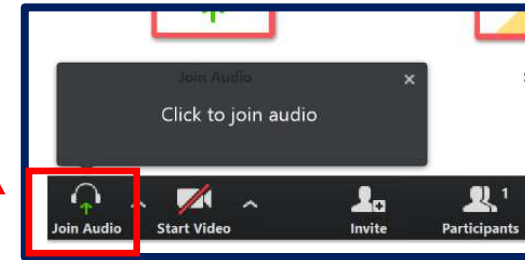- All participants are muted upon entry. We ask that you remain muted to limit background noise.

- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

Connecting to the Audio Conference

- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application

- An audio conference box will appear
  - If you do not see the box click the **'Join Audio' button**

- From the audio conference box: Select to **"Phone Call"** or **"Computer Audio"**

- If using the phone:
  - dial the number next to "Dial"
  - You will be prompted to enter the **"Meeting ID"**
  - Then you will be prompted to enter the **"Participant ID"**

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https://zoom.us/j/237206404

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Done

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Ways to Participate: Chat

After you click the 'Chat' button, a sidebar will appear where you can chat to all participants

At the bottom of the Zoom window, you will see a 'Chat' button

Chat here to everyone!

Need Help or Have a Question?

- Use the chat box to message a NICHQ staff member
- All staff have this picture as their Zoom thumbnail

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#HealthyStartStrong

- Spread the word about #HealthyStartStrong on social media

- Throughout the meeting, post about what you're learning/enjoying about the meeting

- Include the hashtag #HealthyStartStrong and be sure to tag @NICHQ

We Are #HealthyStartStrong

Poll #1

Is Telemental Health Effective?

If we use this approach, is it helpful to our clients and patients?

Efficacy of Telemental Health, Links to research articles:

- https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3662387/
- https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5723163/
- https://www.ncbi.nlm.nih.gov/pubmed/19087471

Foundational Areas of Focus to Provide Telemental Health Services

- Ensure your Agency has the appropriate Professional Liability Coverage for your Facility, Program and Employees to provide Telemental Health Services

- Independently Licensed Professional are recommended to have their own professional liability policy that include Telemental Health coverage.

- Learn the regulations, standards, and ethics associated with **your specific** licensure board, oversight and regulatory boards, facility licensing agencies and state of residence

Video Telemental Health

What Does Your Agency/Service Providing Team Need to Get Started?

1. Select a secure and HIPAA Compliant platform that provides end to end encryption and a signed Business Associate Agreement (BAA)
   - Many options at various price points including:
   Zoom (Medical/Business Level), Doxy.me, Google Meet through paid G-Suites, Go to meeting, WebEx, VSee.com, Securevideo.com (just recently reopened membership), Spruce, Clocktree, Vidyo, and some use the video option in their online EHR (electronic health records) when available.

What the Client Needs to Have a Successful Video Session:

- A Technology device that supports video sessions
- Reliable Wi-Fi or Cellular Service
- Proficiency to access video platform
- Private and confidential space

What the Professional Needs to Conduct a Successful Video Session:

- Consistent confidential space set up appropriately for a professional session
- Technology and equipment that support video sessions
- Support from personal household to preserve the integrity of the session
- Strong internet or cellular connectivity
- Professional appearance
- Knowledge of ways to keep eye sight toward the camera and placing the computer to show your whole face
- Ways to establish rapport and maintain it virtually

Phone Sessions/Phone Contact with Clients

Technically Phones do not have to be HIPAA Compliant but let's discuss the benefits…

- Best Practice: Use a HIPAA compliant VOIP service or completely separate cell phone used **exclusively** for work purposes
- Create a four digit passcode necessary to enter in order to use the phone

Important Considerations for a Phone Session:

- Need to increase communication due to not having visual cues of body language or facial expressions
- Verify whereabouts, identity, safety, and who else may be present in the area
- Once these conditions met, have a successful session

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Tips for Conducting a Video Session:

- Send clear instructions of how to access the video room or clarify who will initiate the phone call

- As the professional, ensure you have all the materials, water, resources, and have met your own needs prior to the start of session

- Have a backup technology plan if the platform has challenges, make sure the client knows the plan in advance

- Have a plan to verify the client identity, especially if a new client to your program and have not met in person

- Establish a clear mutually agreed upon safety plan that has special considerations during the time of COVID19 and considerations if domestic violence or child abuse is a factor

Agency Telemental Health Policies and Procedures

- Policies are tools to make decision about no shows, late cancellations, clients illness, technology challenges, scheduling and safety planning

- Informed Consent- both as a document and ensuring the client understands the risks and benefits of Telemental health, outlining who is not the right fit for Telemental health, confidentiality considerations on the client's side of the interactions, how to maximize privacy under the current conditions and in general

Safety Planning Under COVID19

- Ask where the person is physically located each session, who is in the home, assess level of privacy and safety

- Ensure you have Emergency contacts for each of your clients, at least one that lives nearby and one who has regular contact with your client. Ensure you have an authorization for contact with those emergency contacts and clarify when you would reach out.

- <u>Emergency Rooms are not the right option for a Mental Health Crisis,</u> know the alternative options

- Create plans to **SUPPORT** people experiencing Domestic Violence or Child Abuse situations

- Educate how to protect their privacy for themselves related to sessions

Confidence and Competence

- Plan to familiarize yourself with the Video platform selected and the user interface for a phone session if using a VOIP

- Increase ease of communicating with others in a video setting

- Your comfort level increases your confidence level and when you feel competent, your authentic self is highlighted

Self Care Areas of Focus:

- Create connections during isolation with colleagues and friends

- Mitigate the physical effects of technology

- Have ways to decompress and meet own emotional needs outside of session (even during COVID19)

- Set boundaries around work hours especially when there is not a physical delineation between work and home

Poll #2

Self Care for Tough Times
content from Seerut K Chawla

- Be mindful of your capacity and do not exceed it

- Make sleep a top priority

- Continuously replenish what you are using

- Incorporate ritual

- Take breaks, it does not have to all be done at once

- Move to release stress held in the body

- Go slowly with intention

- Balance action with self care

- Therapy with a culturally competent therapist

National Resources For Support

- **National Domestic Violence Hotline**
- https://www.thehotline.org/ 1-800-799-7233/1-800787-3224 (TTY) En Espanol *chat
  available
- **RAINN- Rape, Abuse & Incest National Network**
  Call 800.656.HOPE (4673) to be connected with a trained staff member from
  a sexual assault service provider in your area
  https://www.rainn.org/about-national-sexual-assault-telephone-hotline
- **Prevent Child Abuse America**
  https://preventchildabuse.org/
- **Darkness to Light, Preventing Sexual Abuse of Children**
  (free training available) https://www.d2l.org/

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Additional Training Resources

- Person Centered Tech: https://personcenteredtech.com/

- Zur Institute: https://www.zurinstitute.com/

- Online Therapy Institute: https://www.onlinetherapyinstitute.com/

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Questions?

Closing

Olivia Giordano
TA & Support Center