Preparing your office for Telemental Health

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Tuesday, May 19, 2020

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Telehealth Learning Series: Tuesdays, 5-7 PM

May 12: Introduction to Telemental Health

May 19: Preparing your office for Telemental Health

May 26: Client selection, intake, and assessment in Telemental Health

June 2: Clinical engagement in Telemental Health

June 9: Emergencies, disruptions and pitfalls in Telemental Health

June 16: Risk Management in Telemental Health

Register @ NWATTC website

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Your presenter

Sara Smucker Barnwell, PhD

Licensed clinical psychologist in WA

VA Telemental Health Team

APA Telepsychology Guidelines

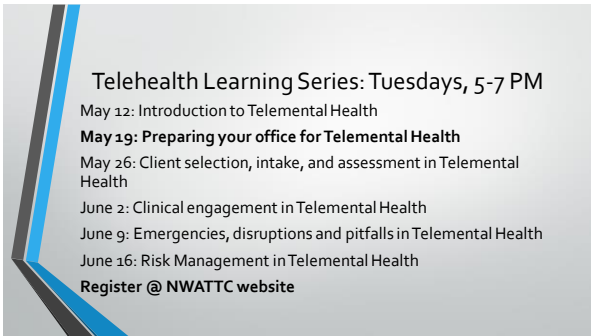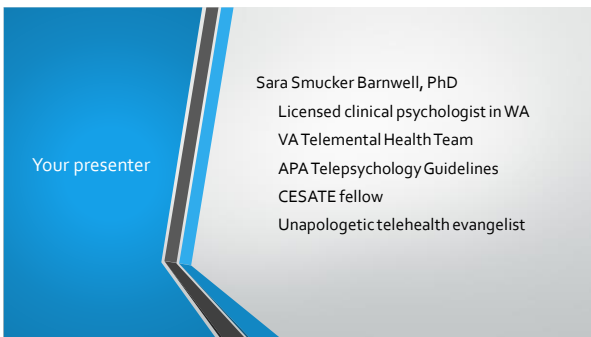CESATE fellow

Unapologetic telehealth evangelist

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Learning objectives

| Video platforms | Additional technologies | Physical space |

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Class structure

Didactic lecture
    Live Q &A at section breaks
Video demonstrations
Submitted questions **nwattctelehealth@gmail.com**
Live Q & A

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Disclaimers

During a technology presentation, technology will fail

Offer best practice recommendations based on clinical work, literature review and regulatory experience

Identifying personal best practices and guidance in developing area

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Disclaimers

Always review state regulations

Consult with your own legal counsel

Consult with your risk management coverage

I do not provide legal advice nor clinical advice

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Conflicts

Provides telehealth training   Known telehealth evangelist

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Agenda: Preparing your office

Software selection

    Videoconferencing and supporting technologies

Preparing your physical space

    Professional office, home office

Preparing your staff

Coronavirus

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The balance

Brief review
Deep dives
Your questions answered

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Definitions and examples

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Operational definitions

Telemental Health (TMH):

The provision of any mental health service using telecommunication technologies

Access is at the heart of this mission

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HIPAA

Health Information Portability and Accountability Act (HIPAA):

Federal law (*Pub.L. 104-191, 100 Stat. 1936, enacted August 21, 1996*) that aims to make it easier for people to keep health insurance, protect the confidentiality and security of healthcare information and help the healthcare industry control administrative costs

HIPAA Privacy Rule

HIPAA Security Rule

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Protected Health Information (PHI)/ ePHI

- Names
- Full-face photographic images
- Geographical subdivisions smaller than state
- All dates (birth, death, discharge)
- Phone/ fax numbers
- Electronic mail addresses
- Social Security numbers
- Medical record numbers
- Health plan beneficiary numbers
- Account Numbers

- Certificate/license numbers
- Vehicle identifiers and serial numbers, including license plate numbers
- Device/ serial numbers
- Web Universal Resource Locators (URLs)
- Internet Protocol (IP) address
- Biometric identifiers, including finger and voice prints
- Any other unique ID numbers, code, or characteristic

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Electronic Medical Record (EMR)

An electronic medical record (EMR) is a digital version of the traditional paper-based medical record for an individual. The EMR represents a medical record within a single facility, such as a doctor's office or a clinic.

Simple Practice

Therapy Appointment

TheraNotes

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Business Associates Agreement (BAA)

Contract between HIPAA covered entity and HIPAA Business Associate (BA) that is used to protect personal health information (PHI) in accordance with HIPAA guidelines.

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Novel Coronavirus/ COVID-19

Current public health crisis

Social distancing and "stay home" orders

Telepractice as a tool to protect public health

Some providers now mandated to telehealth

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Technology selection

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Videoconferencing platforms

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Videoconferencing platforms

US OCR and DHHS permit non-public facing products
   Zoom OK; Facebook live not OK
State regulation may advise health care products
Board complaints come from states

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Videoconferencing platforms

Large marketplace
    Public facing, not public facing
Health care, not health care
Differing features, costs

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Videoconferencing platforms

Integrated into electronic medical records
Stand alone options
Individual v. enterprise products

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Videoconferencing platform features

Integration into EMR
Stand alone
Healthcare (BAA) vs. not

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Videoconferencing platform costs

Costs
- Range of costs and features
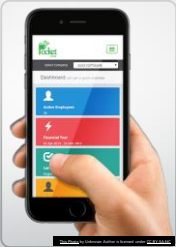- Access

Stability of service (reviews)

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Videoconferencing platform features

Ease of use, tech support
- Training videos
- Way to contact staff immediately
- Training appointments

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Videoconferencing platform features

Self view

Waiting room

Password, room "lock"

Screen sharing

Waiting room

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Videoconferencing platform features

Multiple callers
Automatically generated links/ reminders
Unique links/ passwords/ security

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Videoconferencing platform (less delightful) features

Instant messaging
Recording
Backgrounds

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Videoconferencing call security

No sharing accounts, passwords (autosave)
Double check where links are sent
Do not consent to recording

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Technologies to support

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Document transfer

Exchange informed consent, emergency plan, homework

Signatures

Intakes, assessment
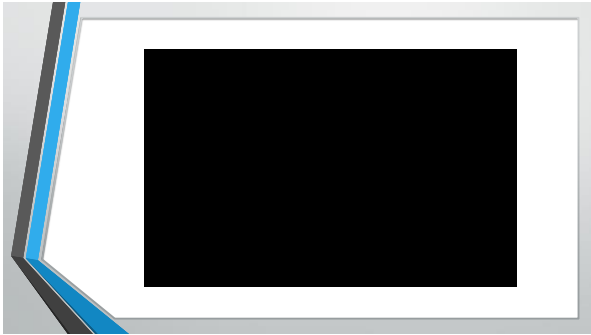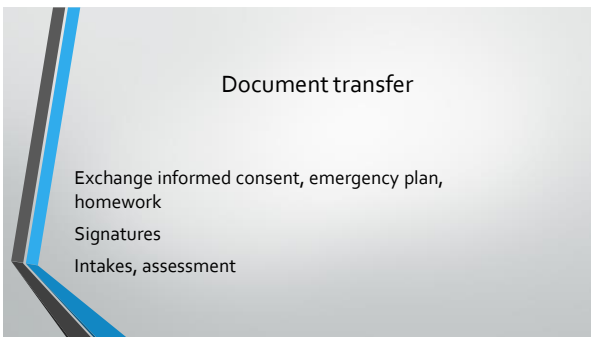
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Document transfer

Secure FTP
  Integrated with EMR v. stand alone
Email
  Secure v. not

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Document transfer

Fax/ digital fax
Downloadable forms
Screen capture on video
Mail

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Identity verification
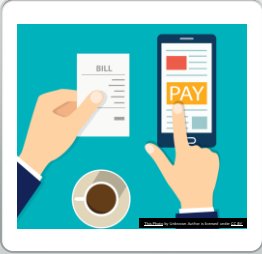
Your practice determines necessity
Companies offer this for a fee
Consider role of screen capture,
document transfer

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Invoice and payment

EMR integration
Online payment solutions
Credit card given verbally
Mailed invoice and checks

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EMRs: Ease of use

Tech support
Training videos
Way to contact staff immediately
Training appointments

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EMRs: Feature integration

Videoconferencing
Secure message portal
Mobile application

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EMRs: Feature integration

Assessment measures, permissions
Intake procedures
Advertising/ onboarding process integration

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EMRs: Feature integration

Appointment reminders (including video links)
   Text, email, voice
Documentation templates
Treatment plans

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EMRs: Feature integration

Billing, financial management software
Payment solution
Financial reports

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EMRs: Feature integration

Children/ parents
Spouses/ collateral reporters
Third party payors

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EMRs

$

Cost

Term commitment

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Reviews

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EMRs

BAA
Integration with partner companies
Education

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To EMR or not to EMR

Consider your time availability
Billing, especially insurance
Client willingness to transition

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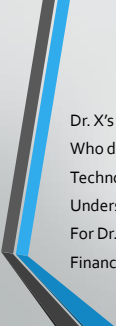
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Vignette: Dr. X

Wants to offer videoconferencing
Considering EMR
Bills insurance

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Considerations

Dr. X's bandwidth to learn new system
Who does Dr. X serve
Technological capability
Understanding of insurance systems
For Dr. X alone or larger group
Financial flexibility

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Live Q & A

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Preparing your space

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Home offices

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Home office

Adaptation or addition of space at home

Consider appropriateness of your space

PHI/ePHI security demands remain

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Home office

Availability of private space

Feasibility of private space

Who is in your home

Hours they are active
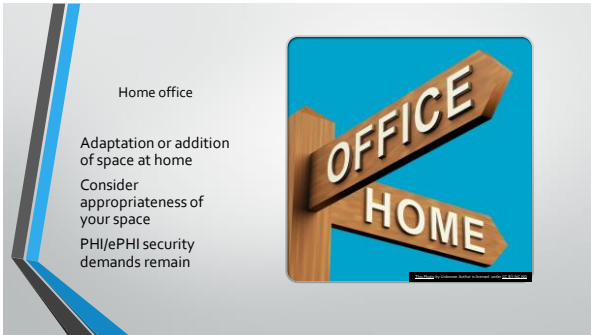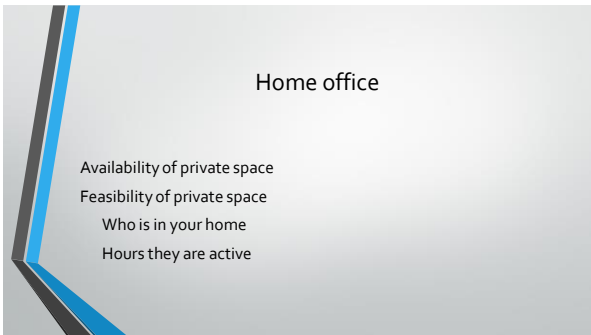
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Home office

Internet availability/ demands
    Upgrades, redundancy
Computer
    Individual hardware or profile
    Camera
Phone service

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Home office

Clean, clear space for videoconferencing
What does space disclose about you
Lighting
    Check in the videoconferencing program
    Overhead lights, backlit windows, natural light from 1 side

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Home office hacks

REMOVE SMART SPEAKERS

DOGS AND CATS

SILENCE TABS, DEVICES

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Home office hacks

SEE YOUR HOME IN NEW LIGHT

TEST CALLS

TEST "WORK DAY"

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Home office hacks

ADJUST YOUR SCHEDULE (EVENING, WEEKENDS)
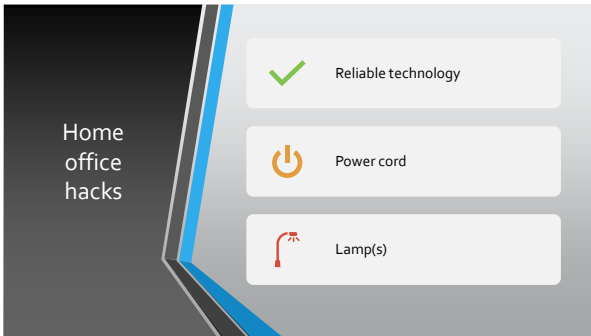
ABBREVIATE SESSIONS

SCHEDULE BREAKS

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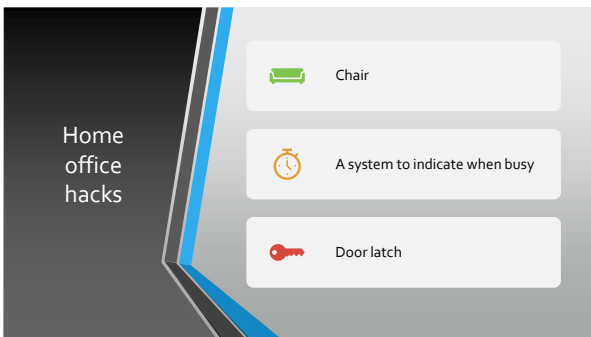## Home office hacks
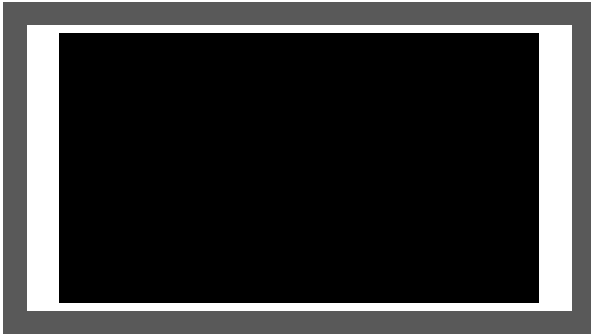
CHILDCARE ADJUSTMENTS

CONTEMPLATE SELF CARE

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Home office hacks

- Hotspot/ mobile tether
- WiFi calling enabled
- Green screen
- Headphones

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Home office hacks

- Reliable technology
- Power cord
- Lamp(s)

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Home office hacks

- Chair
- A system to indicate when busy
- Door latch

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Professional offices

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Professional offices and telehealth

Often physical space is conducive to care
Lighting will differ
Internet bandwidth, telephone reception

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Professional offices

Test call
Alert clients
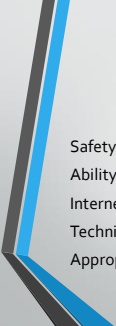Combination in-person and telehealth services

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Professional offices

Lock up hardware
Do not use shared software, profiles
Consider your occupancy frequency
    Will you receive mail, faxes

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Vignette: Dr. Octagon

Professional office, essential worker
Home office shared with children
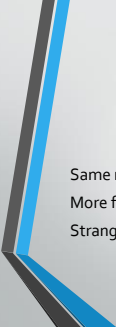Limited bandwidth at home
Working diverse hours

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Considerations

Safety of professional office
Ability to maintain privacy at home
Internet capabilities
Technical capabilities
Appropriateness of home space

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Client space

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Your client's "home office"

Same requirements for our clients
More flexibility
Strange times call for....

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Must haves

Internet; data plan
Computer with Internet and camera; mobile device; telephone
Unique login profile

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Must haves

Private email address
Agreement with other household members
Some light

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Must haves

Understanding of risks
Willingness to participate in security
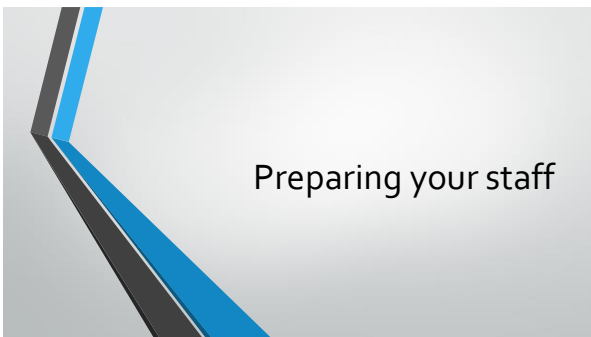   No forwarding links
   No giving out passwords
   Privacy

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Nice to haves

Professional space
Appropriate seated position
Willingness to disclose concerns

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Live Q & A

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Preparing your staff

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Telework and administrative staff

Check if your EMR or other software programs have admin access
Use of videoconferencing to "check in" clients
Home office or professional office

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Staff training

Their home offices require similar diligence
Determine how you will communicate securely
Intersectional technology use

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Coronavirus considerations

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Return to in person care

Know your jurisdictional rules
Know your regional facts
Consult guidance from APA, The Trust, others

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Return to in person care

Your health risks, your clients
    What population do you serve
Your mental health

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Return to in person care

Social distance
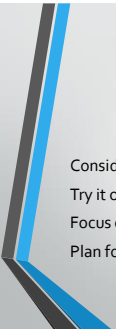Hand sanitizer, cleaning
Masks

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Return to in person care

Unique informed consent (templates available)
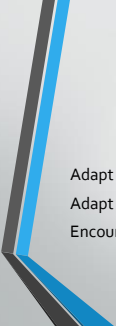Consider altering cancellation policy
Why in person care

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In summary

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Technology selection

Consider a videoconferencing product for healthcare
Try it out
Focus on features
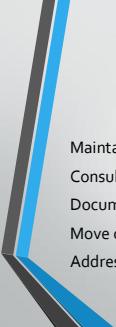Plan for document transfer, identity verification, payment

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Physical space

Adapt your space
Adapt your schedule
Encourage staff and clients to do the same

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Coronavirus

Maintain telehealth
Consult guidelines
Document
Move cautiously and well informed in your area
Address "why"

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That's a good question
Previously submitted questions

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The car

- Some clients may have best privacy in car
- Where is car located
- Your ability to respond to emergencies
- Safety

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Zoom fatigue solutions

- Eye wear
- Lighting
- Seating
- Social time, leisure
- Reduced hours

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VoIP

- VoIP can be HIPAA compliant
  - Consider HIPAA compliant service (Google, others)
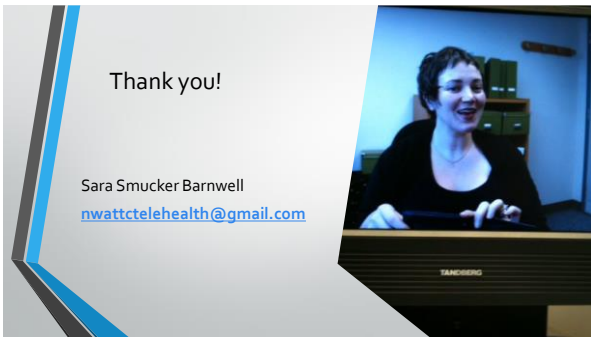- Depends on configuration
  - Specific to brands
- Ask for BAA

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Live Q & A

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Questions for future learning series sessions

Please contact **nwattctelehealth@gmail.com**

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Thank you!

Sara Smucker Barnwell
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