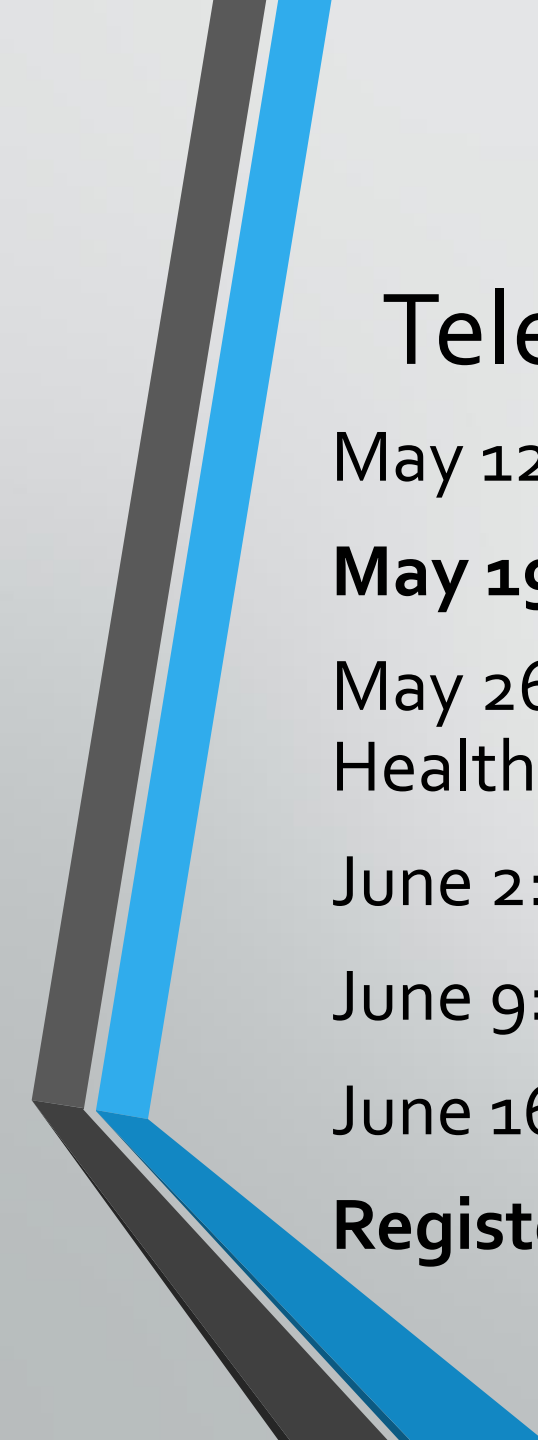




Preparing your office for Telemental Health

Sara Smucker Barnwell, PhD

Tuesday, May 19, 2020



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

Your presenter

Sara Smucker Barnwell, PhD

Licensed clinical psychologist in WA

VA Telemental Health Team

APA Telepsychology Guidelines

CESATE fellow

Unapologetic telehealth evangelist

Learning objectives

Video
platforms

Additional
technologies

Physical
space

Class structure

Didactic lecture

Live Q &A at section breaks

Video demonstrations

Submitted questions nwattctelehealth@gmail.com

Live Q & A

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



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

Conflicts



Provides telehealth training



Known telehealth evangelist



Agenda: Preparing your office

Software selection

Videoconferencing and supporting technologies

Preparing your physical space

Professional office, home office

Preparing your staff

Coronavirus

The balance

Brief review

Deep dives

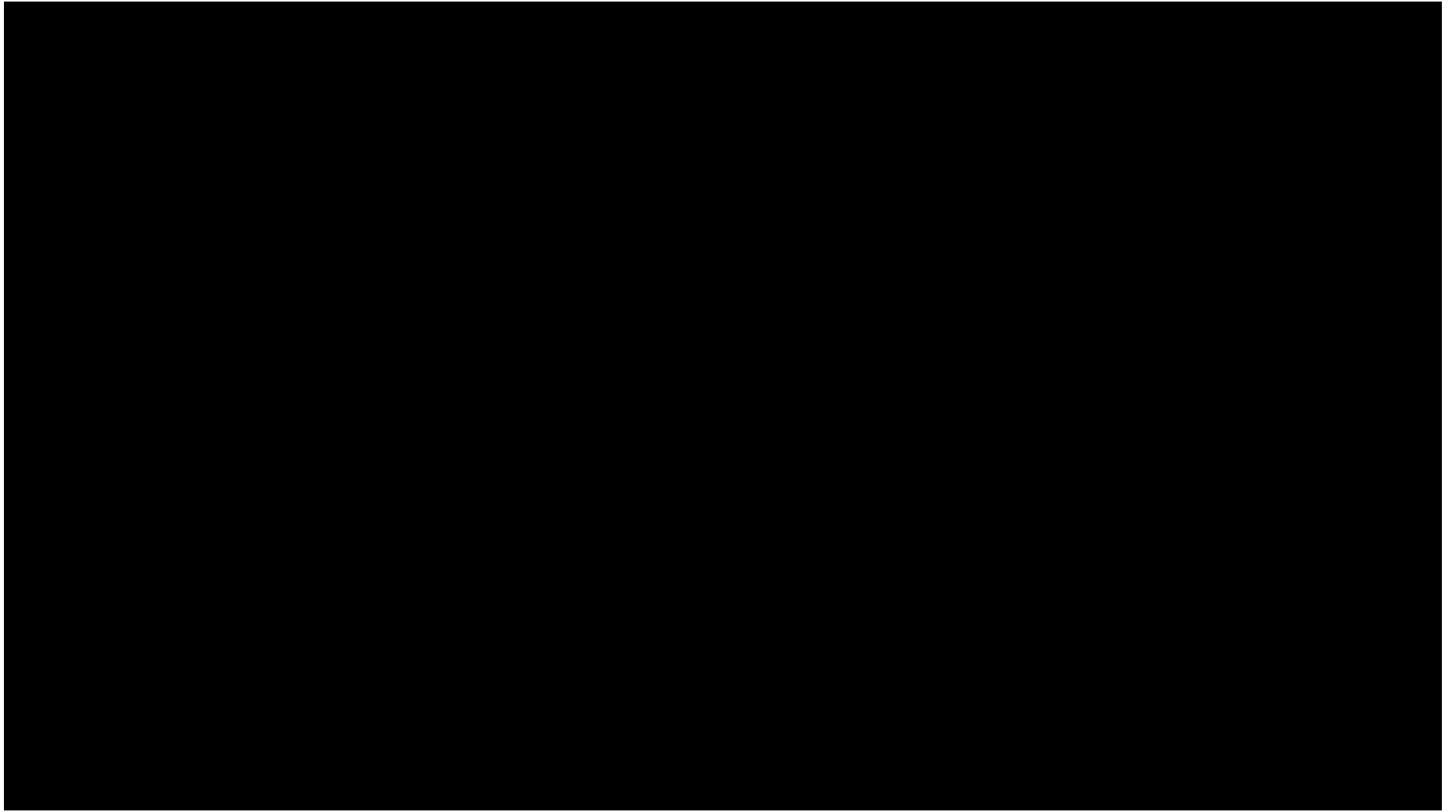
Your questions answered





Definitions and examples

(Abbreviated!)





Operational definitions

Telemental Health (TMH):

The provision of any mental health service using telecommunication technologies

Access is at the heart of this mission

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

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

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



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.



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



Technology selection



Videoconferencing platforms

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

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




Videoconferencing platform features

Integration into EMR

Stand alone

Healthcare (BAA) vs. not



Videoconferencing platform costs

Costs

Range of costs and features

Access

Stability of service (reviews)



Videoconferencing platform features

Ease of use, tech support

Training videos

Way to contact staff immediately

Training appointments

Videoconferencing platform features

Self view

Waiting room

Password, room
“lock”

Screen sharing





Videoconferencing platform features

Multiple callers

Automatically generated links/ reminders

Unique links/ passwords/ security



Videoconferencing platform (less delightful) features

Instant messaging

Recording

Backgrounds

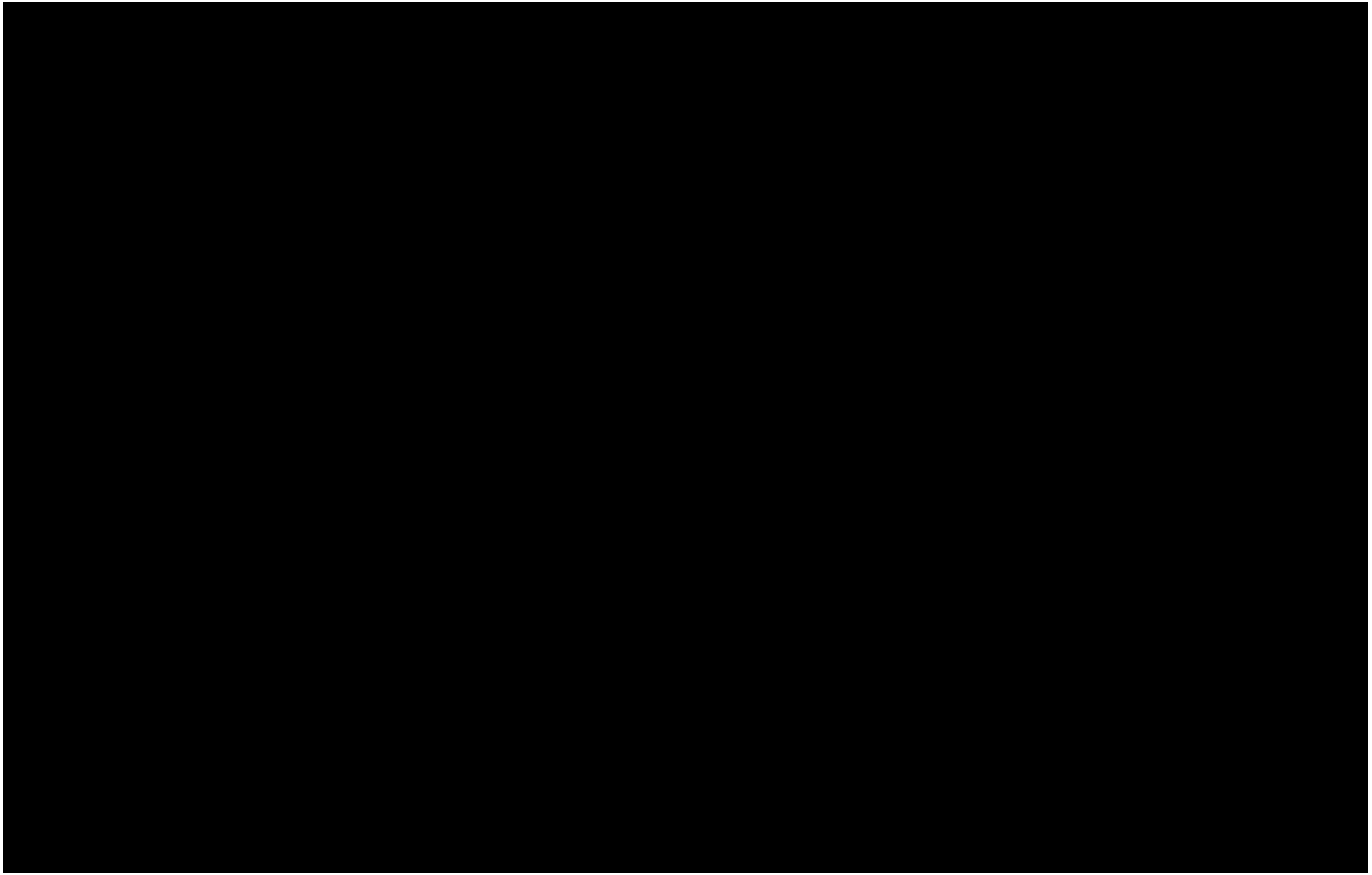


Videoconferencing call security

No sharing accounts, passwords (autosave)

Double check where links are sent

Do not consent to recording





Technologies to support



Document transfer

Exchange informed consent, emergency plan,
homework

Signatures

Intakes, assessment



Document transfer

Secure FTP

Integrated with EMR v. stand alone

Email

Secure v. not



Document transfer

Fax/ digital fax

Downloadable forms

Screen capture on video

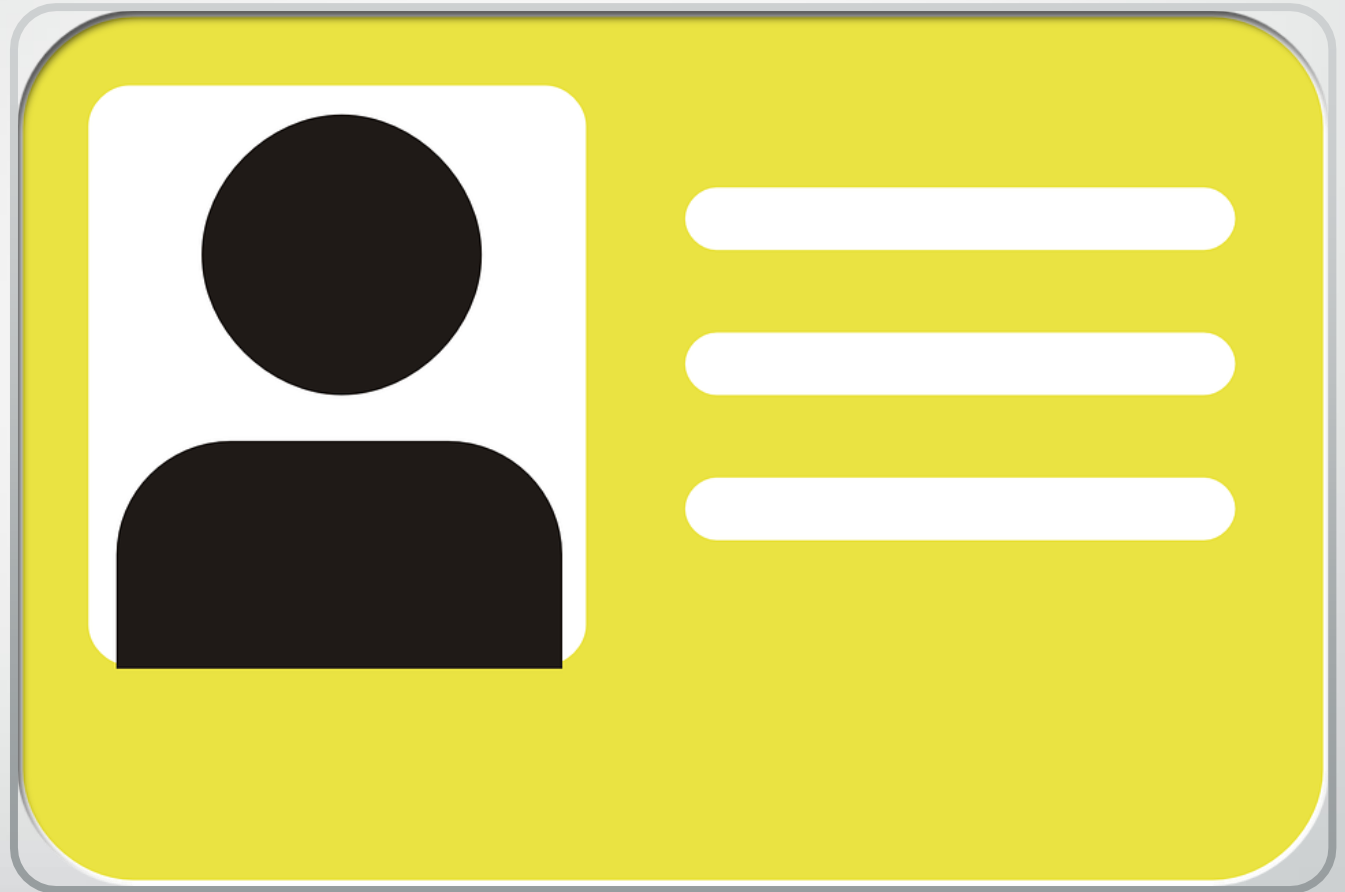
Mail

Identity verification

Your practice determines necessity

Companies offer this for a fee

Consider role of screen capture,
document transfer



Invoice and payment

EMR integration

Online payment solutions

Credit card given verbally

Mailed invoice and checks





EMRs: Ease of use

Tech support

Training videos

Way to contact staff immediately

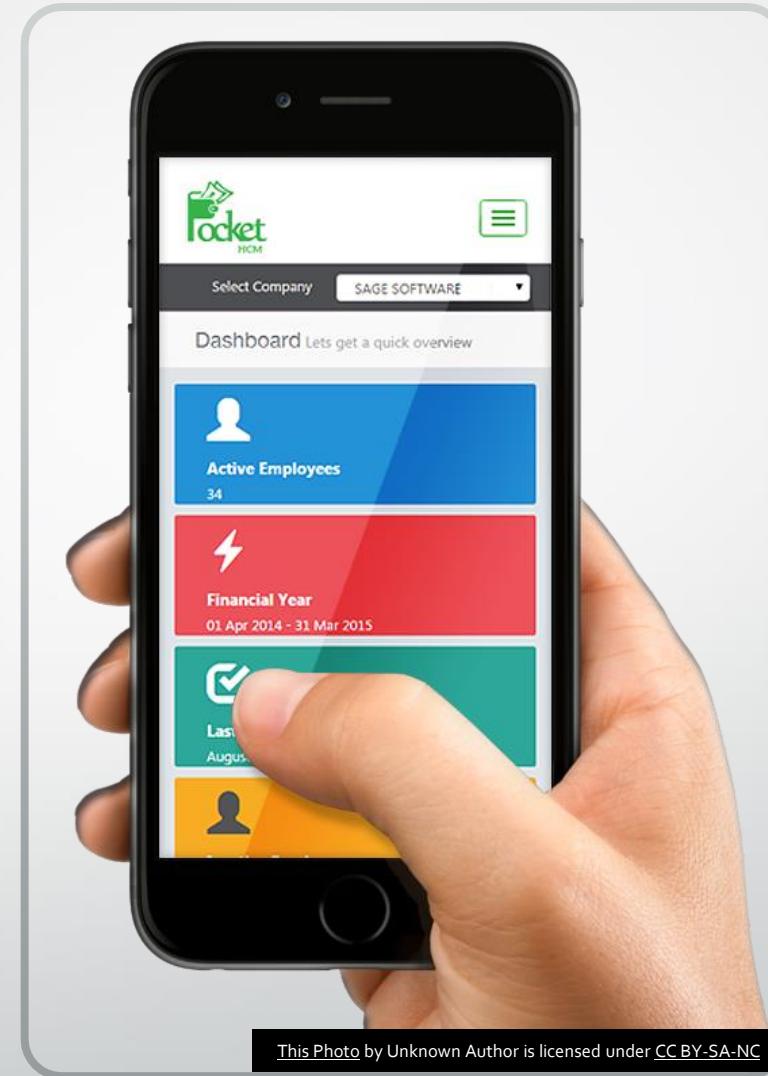
Training appointments

EMRs: Feature integration

Videoconferencing

Secure message portal

Mobile application





EMRs: Feature integration

Assessment measures, permissions

Intake procedures

Advertising/ onboarding process integration



EMRs: Feature integration

Appointment reminders (including video links)

Text, email, voice

Documentation templates

Treatment plans



EMRs: Feature integration

Billing, financial management software

Payment solution

Financial reports



EMRs: Feature integration

Children/ parents

Spouses/ collateral reporters

Third party payors

EMRs



Cost



Term
commitment



Reviews



EMRs

BAA

Integration with partner companies

Education

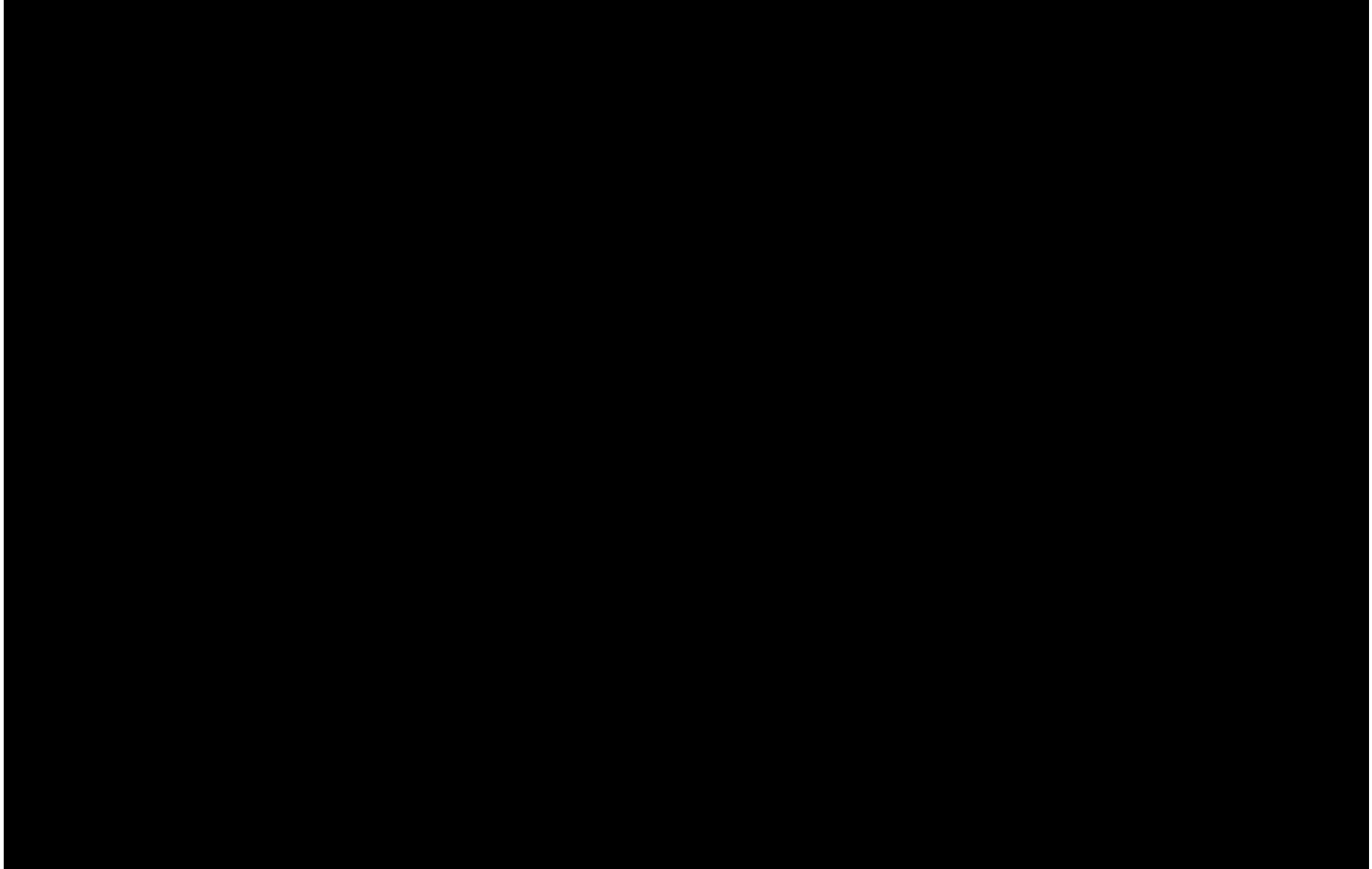


To EMR or not to EMR

Consider your time availability

Billing, especially insurance

Client willingness to transition





Vignette: Dr. X

Wants to offer videoconferencing

Considering EMR

Bills insurance



Considerations

Dr. X's bandwidth to learn new system

Who does Dr. X serve

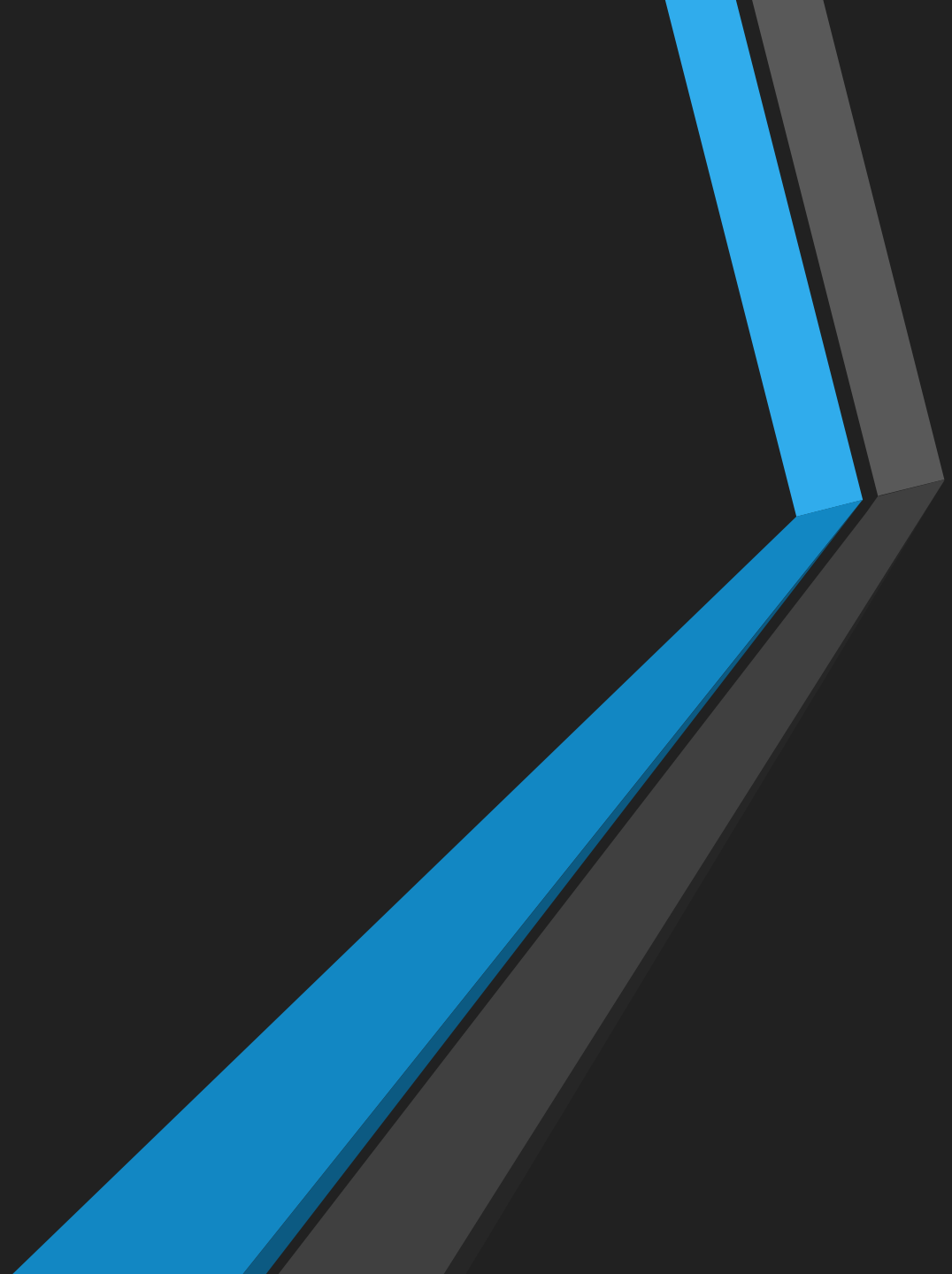
Technological capability

Understanding of insurance systems

For Dr. X alone or larger group

Financial flexibility

Live Q & A





Preparing your space



Home offices

Home office

Adaptation or addition
of space at home

Consider
appropriateness of
your space

PHI/ePHI security
demands remain





Home office

Availability of private space

Feasibility of private space

Who is in your home

Hours they are active



Home office

Internet availability/ demands

Upgrades, redundancy

Computer

Individual hardware or profile

Camera

Phone service

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

Home office hacks



REMOVE SMART
SPEAKERS



DOGS AND CATS



SILENCE TABS,
DEVICES

Home office hacks



SEE YOUR HOME
IN NEW LIGHT



TEST CALLS



TEST "WORK
DAY"

Home office hacks



ADJUST YOUR
SCHEDULE (EVENING,
WEEKENDS)



ABBREVIATE
SESSIONS



SCHEDULE BREAKS

Home office hacks



CHILDCARE
ADJUSTMENTS



CONTEMPLATE SELF
CARE

Home office hacks



Hotspot/ mobile tether



WiFi calling enabled



Green screen



Headphones

Home office hacks



Reliable technology



Power cord



Lamp(s)

Home office hacks



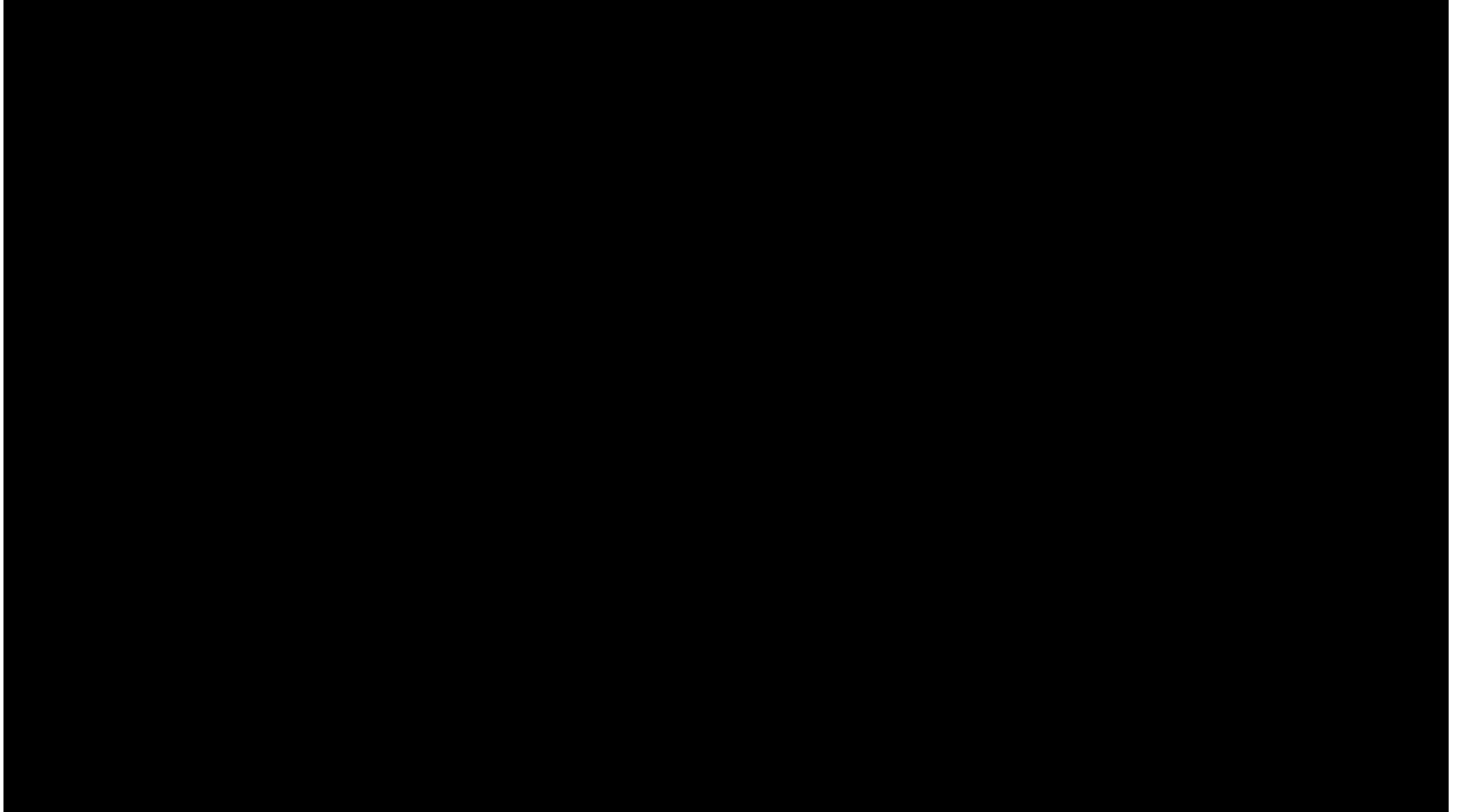
Chair



A system to indicate when busy



Door latch





Professional offices

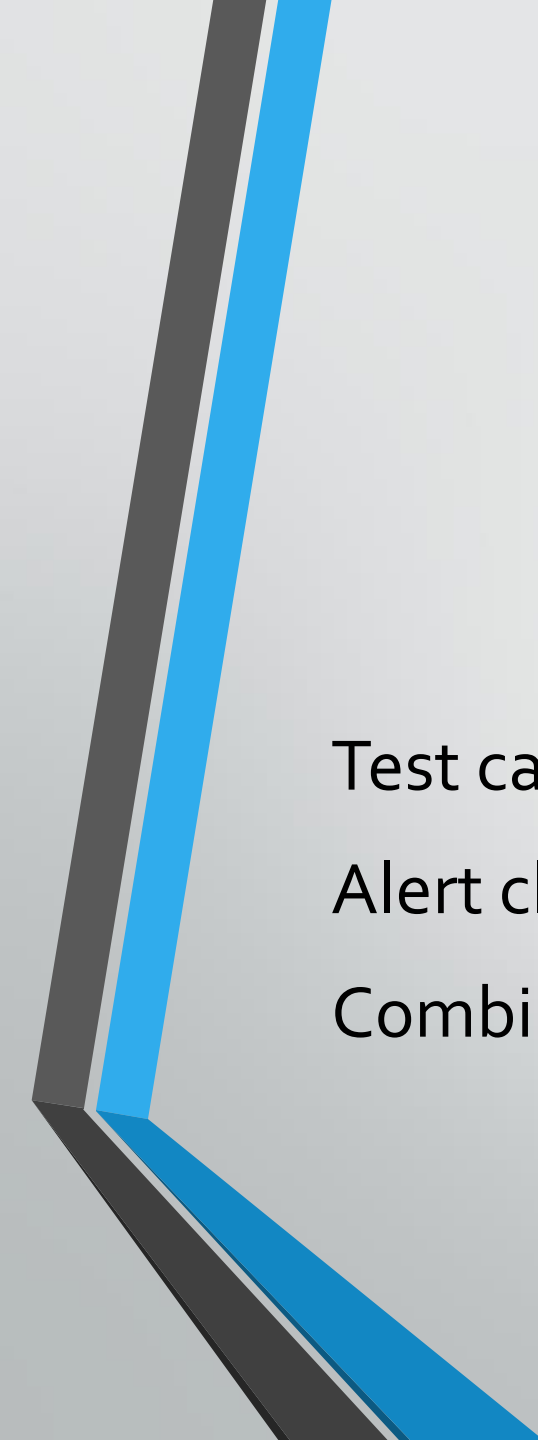


Professional offices and telehealth

Often physical space is conducive to care

Lighting will differ

Internet bandwidth, telephone reception



Professional offices

Test call

Alert clients

Combination in-person and telehealth services

Professional offices

Lock up hardware

Do not use shared software, profiles

Consider your occupancy frequency

Will you receive mail, faxes



Vignette: Dr. Octagon

Professional office, essential worker

Home office shared with children

Limited bandwidth at home

Working diverse hours



Considerations

Safety of professional office

Ability to maintain privacy at home

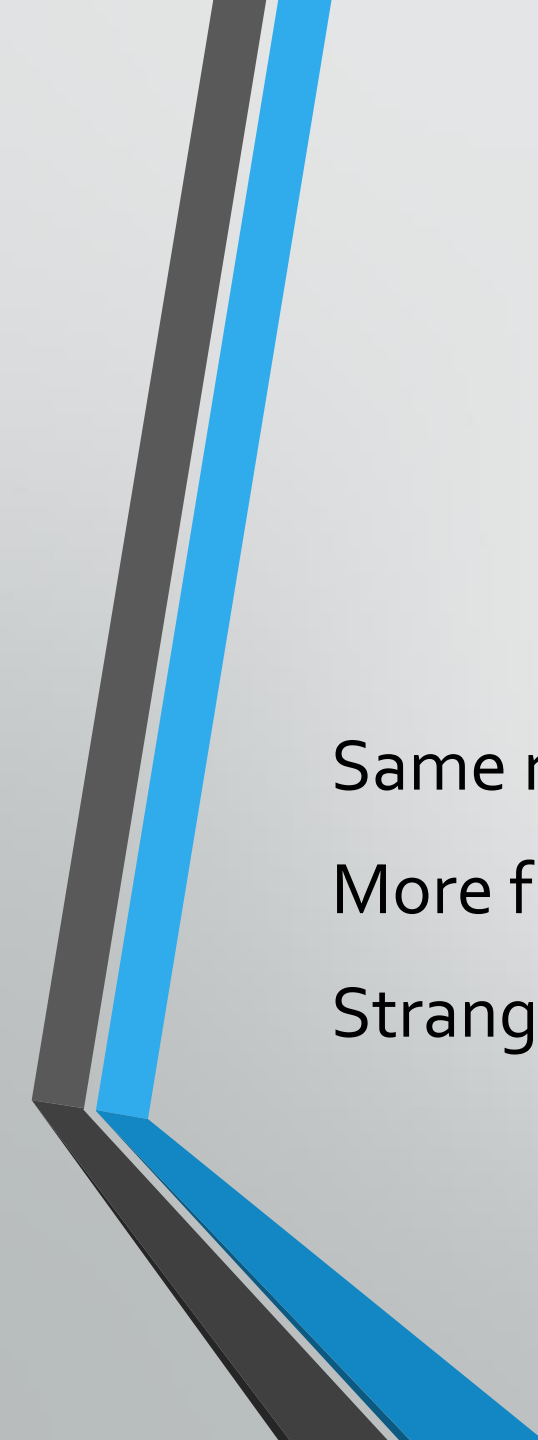
Internet capabilities

Technical capabilities

Appropriateness of home space



Client space



Your client's "home office"

Same requirements for our clients

More flexibility

Strange times call for....



Must haves

Internet; data plan

Computer with Internet and camera; mobile device; telephone

Unique login profile

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



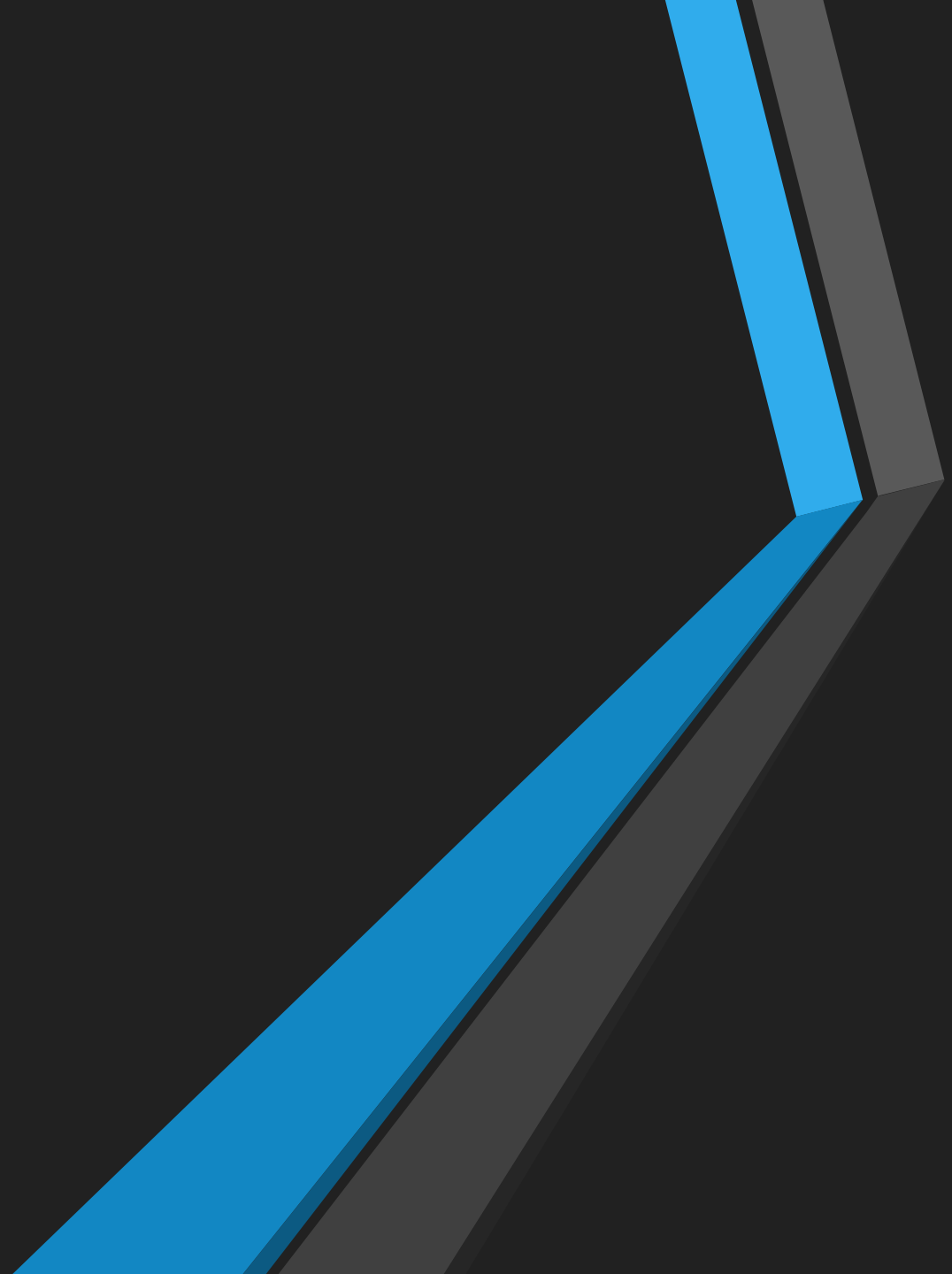
Nice to haves

Professional space

Appropriate seated position

Willingness to disclose concerns

Live Q & A





Preparing your staff



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



Staff training

Their home offices require similar diligence

Determine how you will communicate securely

Intersectional technology use



Coronavirus considerations



Return to in person care

Know your jurisdictional rules

Know your regional facts

Consult guidance from APA, The Trust, others



Return to in person care

Your health risks, your clients

What population do you serve

Your mental health

Return to in person care

Social distance

Hand sanitizer, cleaning

Masks





Return to in person care

Unique informed consent (templates available)

Consider altering cancellation policy

Why in person care



In summary



Technology selection

Consider a videoconferencing product for healthcare

Try it out

Focus on features

Plan for document transfer, identity verification, payment



Physical space

Adapt your space

Adapt your schedule

Encourage staff and clients to do the same

Coronavirus

Maintain telehealth

Consult guidelines

Document

Move cautiously and well informed in your area

Address “why”



That's a good question

Previously submitted questions

The car

Some clients may have best privacy in car

Where is car located

Your ability to respond to emergencies

Safety

Zoom fatigue solutions

Eye wear

Lighting

Seating

Social time, leisure

Reduced hours

VoIP

VoIP can be HIPAA compliant

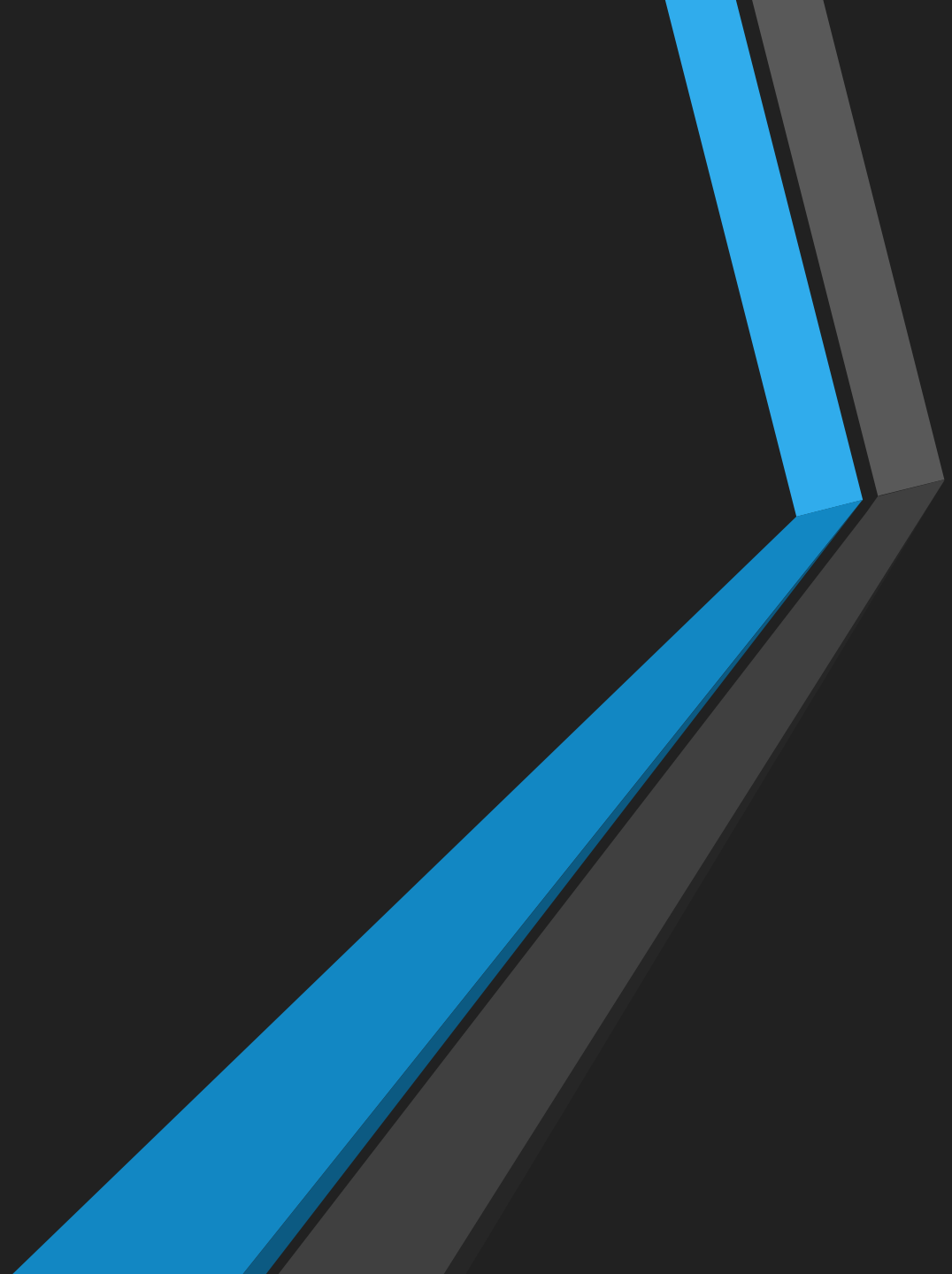
- Consider HIPAA compliant service (Google, others)

Depends on configuration

- Specific to brands

Ask for BAA

Live Q & A





Questions for future learning series sessions

Please contact nwattctelehealth@gmail.com

Thank you!

Sara Smucker Barnwell

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