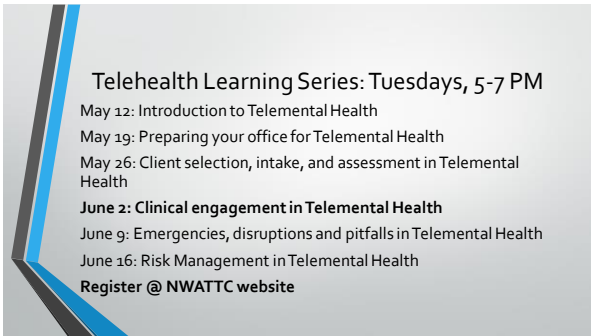
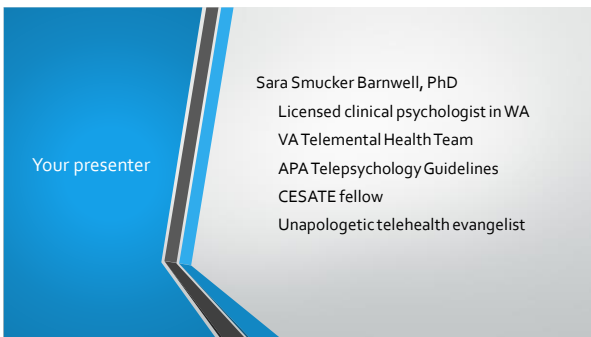


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Learning objectives

- Environmental factors
- Behavioral factors
- Engagement

4

Class structure

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

5

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

6

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

7

Conflicts



Provides telehealth training



Known telehealth evangelist

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Agenda: Clinical engagement

- Engagement
- Environmental factors
 - Locations, technology
- Behavioral factors
 - Provider, client

9

The balance

- Brief review
- Deep dives
- Your questions answered
- On demand prior classes



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Definitions and examples

(Abbreviated)

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Operational definitions

Telemental Health (TMH):
The provision of any mental health service using telecommunication technologies
...videoconferencing
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

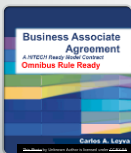
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Protected Health Information (PHI)/ ePHI

- 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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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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A brief synopsis

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Videoconferencing appointments

- USE A PRODUCT DESIGNED FOR HEALTHCARE, BAA
- INFORMED CONSENT, EMERGENCY PLAN
- DOCUMENT

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Videoconferencing appointment

- ASSESS APPROPRIATENESS
- CHECK JURISDICTIONAL RULES
- PREPARE YOUR OFFICE

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Videoconferencing appointment

- Determine what services you provide
- What population you serve
- Documentation transfer, communication, payment

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Clinical engagement

- Willingness to disclose difficult information
- Medication adherence
- Treatment adherence
- Candor with non-adherence




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Clinical engagement

- Mixed data on SUD outcomes
- Good data on program adherence
- Decreased probability of board complaint

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Methods to promote engagement

-  EYE CONTACT
-  EMPATHY
-  OPEN DISCOURSE





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Methods to promote engagement

- Active listening
- Mirror affect
- Physical mirroring




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Methods to promote engagement

-  RESPONSIVE
-  RELIABLE
-  PROFESSIONAL
-  CONFIDENTIALITY

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Challenges in clinical engagement in Telemental Health

-  Eye contact
-  Body posture
-  Less clarity on emotional expression

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Challenges

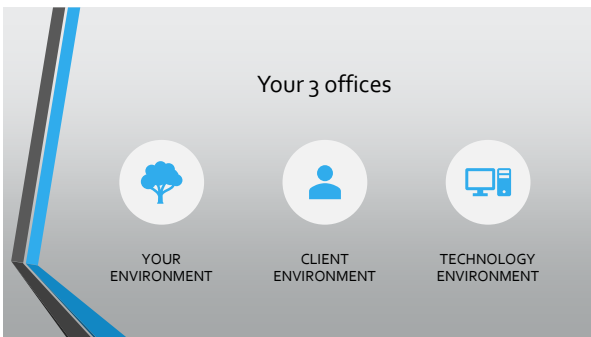
- Technology lags, interruptions
- Reliability of technology
- Questions about confidentiality
- Professionalism

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Clinical environment

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Your 3 offices

-  YOUR ENVIRONMENT
-  CLIENT ENVIRONMENT
-  TECHNOLOGY ENVIRONMENT

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Research

Ample research on therapeutic alliance in telehealth
High client satisfaction
Providers rate it lower

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Research

Little research on environmental impacts
Client
Provider

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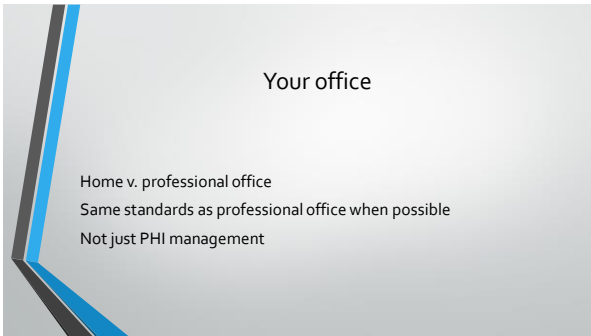
Anecdotally

It is as important to accommodate provider needs as client
The clinical relationship varies as function of comfort
Few codified requirements
Recommendations based on research, experience

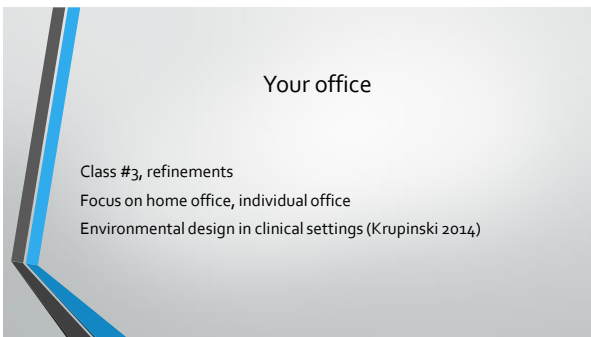
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Distractions: Space

Austere v. unprofessional/cluttered
Consistent with healthcare v. "cold" clinical
Relatable, accessible

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Distractions: Disclosure

What is visible in your space
Your disclosures
Income, family, sexuality, politics, preferences
Your appearance
What degree of formality feels right


41

Your office

Replication of in office "feel"
Challenging in home environments
Balance between professional and personable

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Your office



WHO DO YOU SERVE YOUR USUAL CLINICAL RAPPORT HOW BEST TO SUPPORT/ BUILD

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Distractions: Noise

- External noise (windows, traffic)
- Noise in the home (kids, pets)
- Noise from errant devices
- Noise gates

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Vignette: Dr. Pepper

- Serves rural population
- Offers medication assisted treatment for opiate addiction
- Lives in urban environment
- Working from home office

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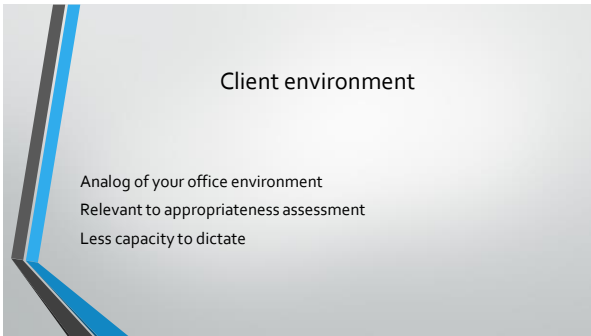
Considerations

- Commute
- Appropriateness of home
- Disclosure of perceived differences
- Comfort disclosing aspects of personal life

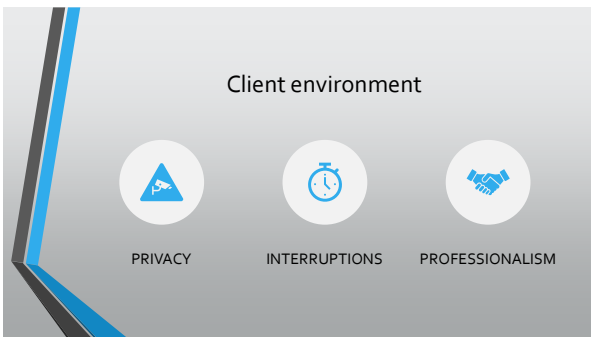
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Factors that influence

- Internet stability
- Connection quality
- "Dropped" calls
- Redundancy, back-up, improvements

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Technology features

- Videoconferencing platform
- Ease of use, customer support (test call)
- Self view, configuration of view
- Focus on the content of discourse, not the tech
- Gotta hit them angles

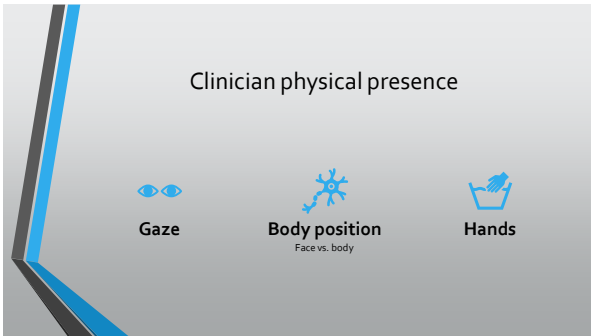
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Live Q & A

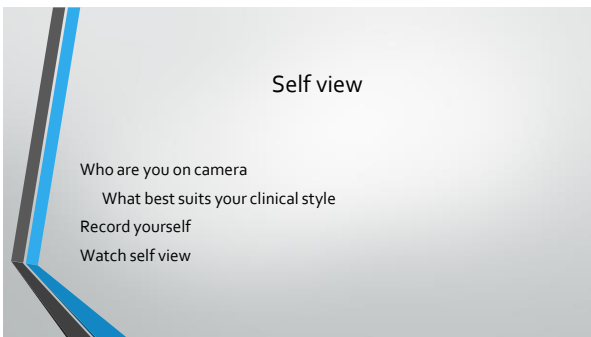
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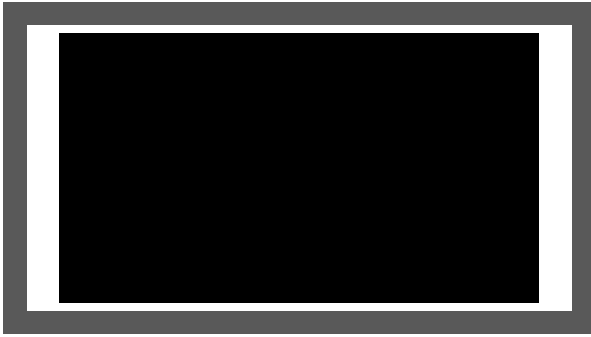
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Somatic therapies

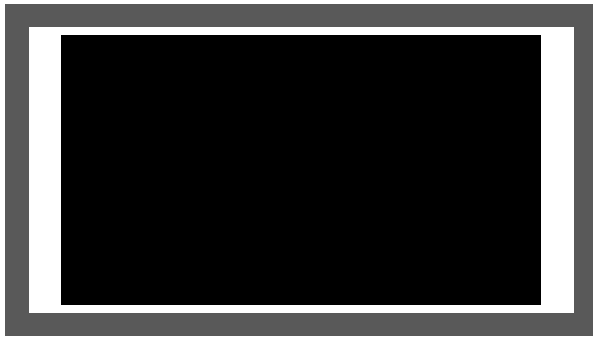
- Unique challenges
- Consider establishing 2 clinician areas
- Allow for transitions

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Options for configurations

- Space available to client
- Number of device
- Individuals, groups
- Privilege

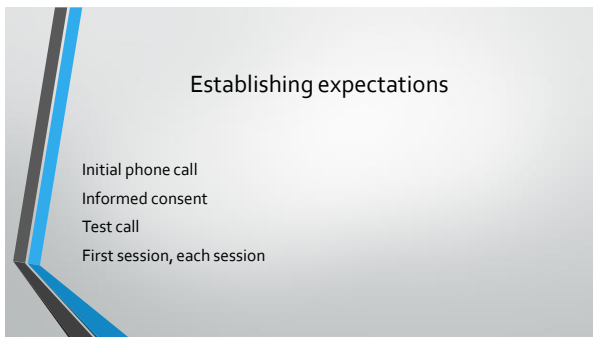
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Expectations

- Privacy, confidentiality of space
- Appropriate space
- Honesty
- Medical appointment

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A word about kids and pets

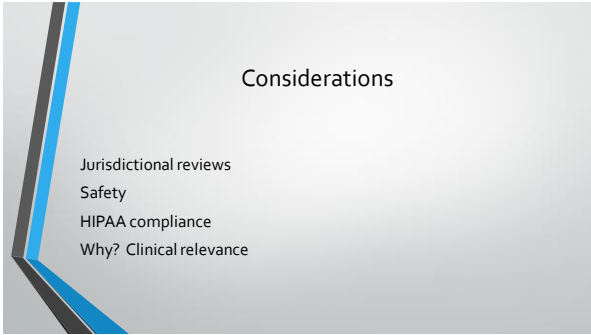
- Challenges in home school, parenting
- Cats are video stars

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Vignette: Dr. Bronner

- Client treated for polysubstance use disorder and depression
- History of complex trauma
- Struggles to find private space in home
- Wants to use non-HIPAA compliant platform

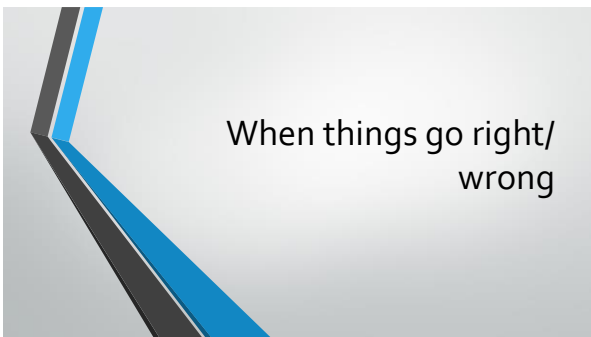
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When things go wrong

- Internet redundancy
- Telephone's role in video calls
- Alternative platform
- Alternative method (phone, video)

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When things go wrong



- Informed consent
- Keep calm, carry on
- Candor, levity

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Client frustration/ termination

- Joining
- Disclosure
- Iterate, experiment

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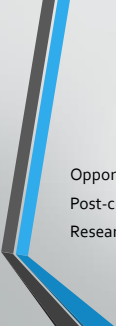
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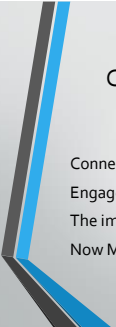
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NWATTC Caring Letters

Opportunity to learn about Caring Letters program
Post-crisis suicide prevention program
Research supported


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Caring Messages and Telemental Health

Connecting with clients at a distance
Engagement, alliance, good intention
The impact of human caring transcends physical presence
Now Matters Now: www.nowmattersnow.org

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Coronavirus considerations

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Clinical engagement and COVID-19

- Emerging data to suggest significant uptick in mental health need
- Significant decrease in availability of in person services
- Shared cultural moment of crisis

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Clinical engagement and COVID-19

- Ability to bring accessible services
- Authentic connection and rapport
- Challenges in diagnosis

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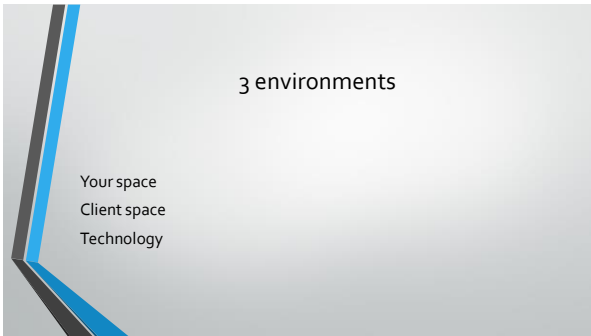
Role of therapy in Coronavirus

- Care as usual
- Crisis management
- Social isolation in quarantine

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The struggle is real

- Zoom fatigue
- Client frustration
- Awkward moments
- Candor, levity, informed consent, slow it down

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That's a good question

Previously submitted questions

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Billing

- Specific billing codes
- Telehealth location code: 02
- Telehealth modifier code: 95
- Usual CPT codes

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