



Northwest (HHS Region 10)

ATTC

Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration



Northwest ATTC presents:
**Telemental Health Fundamentals:
Preparing Your Office and Engaging Your Patients**

**Thank you for joining us!
The webinar will begin shortly.**

- **Got questions?** Type them into the chat box at any time and they will be answered at the end of the presentation.
- An ADA-compliant recording of this presentation will be made available on our website at:
<http://attcnetwork.org/northwest>

ATTC Network

LANGUAGE MATTERS.

Words have power.



PEOPLE FIRST.



We value your feedback on our ability to provide culturally-informed and inclusive services.

Please email us at northwest@attcnetwork.org with any comments or questions you have for us!



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Look for our surveys in your inbox!

We greatly appreciate your feedback! Every survey we receive helps us improve and continue offering our programs.

It only takes **1 minute** to complete!





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Certificates of Attendance are available for live viewers!



Viewing Groups:

Please send each individual's **name** and **email address** to northwest@attcnetwork.org within 1 business day.


Your certificate will be emailed within a week to the address you registered with.

Telemental Health Fundamentals

Sara Smucker Barnwell, PhD

- Licensed clinical psychologist at Seattle Psychology, PLLC
- Former director of Telehealth Training and Education for VA Puget Sound Health Care System





Telemental Health Fundamentals: Preparing Your Office and Engaging Your Patients

Sara Smucker Barnwell, PhD

Wednesday, April 29, 2020

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

Telemental Health
fundamentals

Impacts of COVID-19

Clinical engagement

Operational definitions


- Telemental health: provision of any psychological services using telecommunications technology
 - Diverse technologies
 - Telephone and videoconferencing





Coronavirus/ COVID-19

- Tool in public health crisis
- Facilitates social distance
- Telehealth now may be only option for some



Preparation (you and client)

- Availability of technology; physical space
- What services offered
 - What technology
 - What modalities
 - Contraindications

Your home office

- Maintain security of PHI
 - Your background/ disclosures
 - Treat hardware like PHI/ distinct software profiles
 - Headphones, smartspeakers
- Scheduling requirements
 - For you/ for clients
- Kids



Client location

- Availability of private space
- Boundaries
 - Communicate through informed consent
 - Embed in reminders
 - Recruit parents
 - Check in at session's beginning



Documentation



Informed consent



Emergency plan



Homework
exchange



Video platforms



- Products designed for healthcare
 - Business Associates Agreements (BAA)
- Usability
 - Features, ease of use, cost
- EMR integration
- Recent US DHHS/ OCR announcements

Clinical engagement



5-minute
“test call”



Body/ eyes



Collect
information



Slow the pace

Clinical engagement



MISS V. GAIN



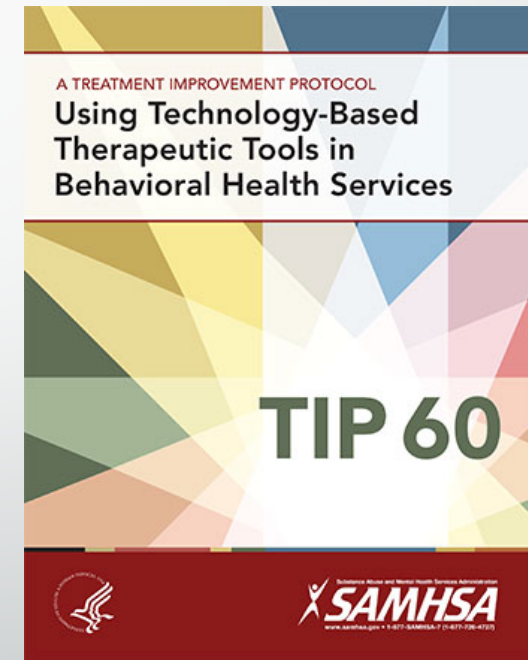
CLIENT DOES NOT
WANT TELEHEALTH



FEELINGS ABOUT
MODALITY

SUD & Telehealth

- Care access
- Inability to assess use as well
- Client intoxication
- Public safety
- Unprecedented roll out



Emergencies

- Document emergency plans, informed consent
- 911
- Support person
- Risk assessment in era of Coronavirus/
recommendation for hospital visit



Hacks

- Close the tabs, silence the devices
- Have patient phone number ready
 - Video failure
 - Slow Internet
- Consider videoconferencing platform redundancy
- Internet redundancy
- Body, gaze, hands

Interjurisdictional practice

- Practice within your license jurisdiction
- Historically remain within jurisdictional boundaries of license
 - Know your jurisdictional rules about telemedicine/intakes/crossing boundaries
- VP Pence announces that telemedicine may cross state boundaries
- Check ASPPB website/ other licensure board resources

Payment & billing

- Collect payments remotely
- Updates to billing codes for synchronous videoconferencing into the home
 - Place of service code 02 (old code: 11)
 - Modifier code 95 (old code: GT)
 - Service code as usual
 - Telephone codes differ



Upcoming learning series: Tuesdays, 5PM PT

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

Thank you!

Sara Smucker Barnwell

sara@doctorsmucker.com



Q&A

Questions? Please type them in
the chat box!



gracias cảm ơn bạn ধন্যবাদ 고맙습니다
شكرا جزيلا salamat благодарю вас 谢谢
Dziękuję Ci **Thank** ευχαριστώ
quyana tack **you!** አመሰግናለሁ
धन्यवाद danke asante grazie
hík'wu? merci הודת obrigado ขอบคุณ
ありがとうございました спасиби mahalo