

## Video Telehealth Services

We greatly appreciate the work you do and the care you provide to youth in custody. We are also grateful that you are sensitive to the needs and concerns of our youth, families and foster families and are making efforts to continue to provide care. In keeping with the recommendations of CMS, TennCare and Blue Care, Video Telehealth may be utilized as a means of service delivery during the COVID-19 emergency. The following services are approved for Video Telehealth for our providers:

1. Therapy or Counseling
2. Mental Health Assessment
3. A&D Treatment
4. A&D Assessment
5. Anger Management/Conflict Resolution
6. Therapy for Sexual Offenders
7. Mental Health Case Management
8. Intensive In-home Services
9. Continued Homemaker services, not initial visit
10. Prevention & Diversion Case Management
11. Parenting Education and Classes
12. Tutoring Services

In lieu of the parent or caregiver signing paperwork for verification of services for billing purposes, we will accept an email from the client to the provider including:

- Date, time, and duration of session
- Who attended the session
- Who conducted the session
- Brief summary of topics covered during session

We expect that while these temporary guidelines are in place, providers will continue to make good faith efforts to protect confidentiality.

- Verbal consent/Informed Consent for services will be accepted during this time.
- All services will be conducted using video-enabled technology.
  - Platforms to consider:
    - Cloudvisittim.com
    - Doxy.me
    - eTherapi.com
    - hipaachat.com
    - Thera-link.com
    - Virtualtherapyconnect.com
    - Wecounsel.com
    - Vsee
    - Zoom.us for business is HIPAA compliant. Free Zoom is not
    - Skype for Business
    - Webex
    - Microsoft Teams

The following are factors to consider when providing services to youth and families via Video Telehealth:

- Assess the individual to determine whether videoconferencing services are appropriate for them. Provide consideration to symptoms/factors that may increase confusion, delusions, paranoia, etc. for the participant.
- Consider the individual's clinical & cognitive status – can they effectively participate?
- Does the individual have technology resources for a videoconference – e.g. webcam or smartphone?
- Consider individual's comfort in using technology – can they log in and effectively use the technology?
- Does the individual have physical space for a private Video Telehealth session?
- Is parent/guardian permission required? If so, obtain it.
- Do you have the correct equipment and internet speed to conduct a session?
- Will you be recording the session?
  - If so, be sure to obtain client consent
- Do a few practice runs before your first session
- Focus on talking slowly
- May need to use clarification more consistently
- Eye contact is important – look at the webcam not at your client on the screen. When you look at them on the screen, you are not actually making eye contact.
- Consider the backdrop the client sees
- If you have never met the client before, confirm who they are. Ask for photo identification.
- Take into consideration the client's environment/location and assess for confidentiality
- Assess for readiness of client for the session
- Consider their anxiety and comfort level. They will take cues from you. Regulate yourself!
- Be aware of nervous habits or background noise that may be distracting for the client.