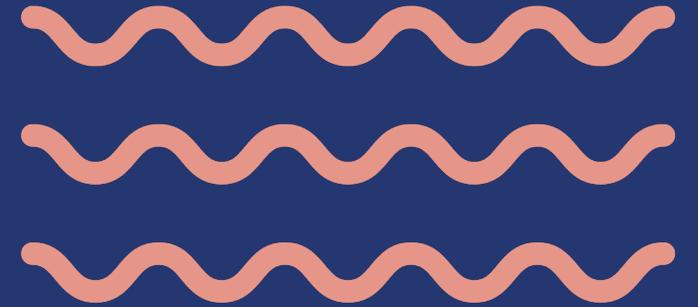
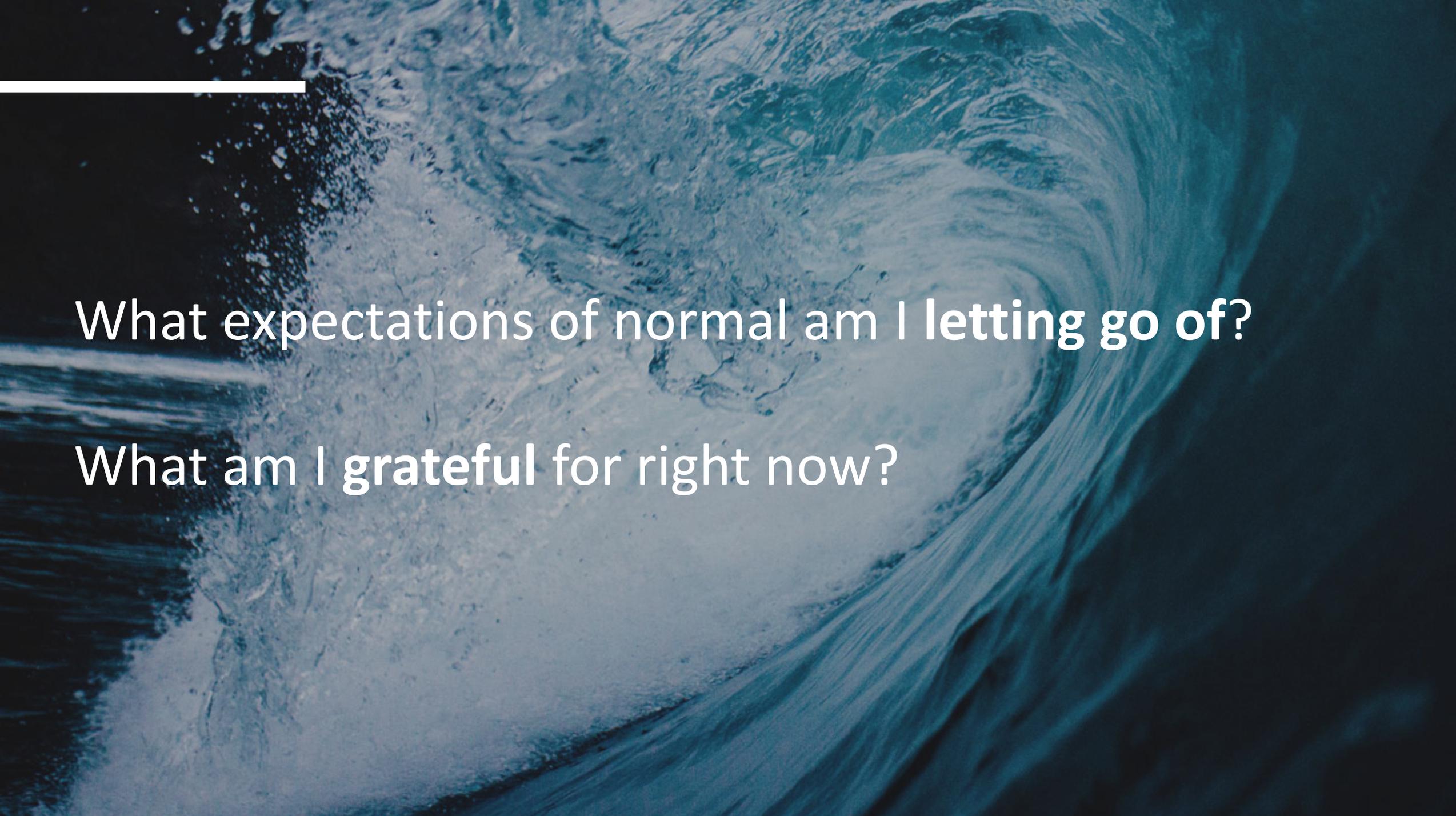


Quick Start: BH Telehealth





What expectations of normal am I **letting go of**?

What am I **grateful** for right now?

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- This slide deck
 - Nuts and Bolts **work-flows** for online visits
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-

As.....

Specialists in **health behavior change**

Providers of **treatment**

Experts in **adaptive responses and self care**

The unofficial **EAP** for our clinics

Specialists in responding to **resource needs** of patients

Revenue producers

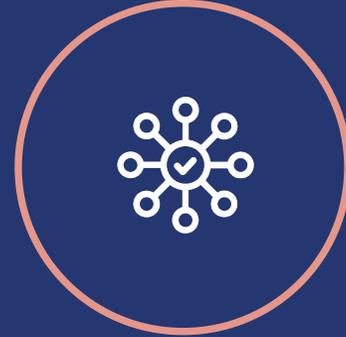
...We are **essential services**...



Decisions: Home
or Clinic?



Billing, Payment &
Confidentiality



Clinical
Considerations

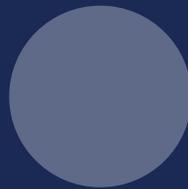
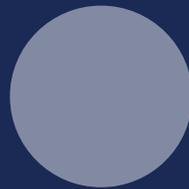
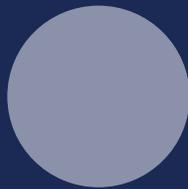


Remote or clinic?

Decisions in the time of a
pandemic

1. Obtain verbal consent and document

2. Document why the session is virtual



“Since we are doing therapy on the phone/over video, the same confidentiality rules apply as in-person [explain this if necessary, re: first visit]. But, because we are over the phone/video, I also need to make you aware that: You can verbally withdraw consent to do this type of therapy at any time. That while we are using a HIPPA compliant/approved mode of protected communication, it is possible for a breach because of technological complications...

I understand that if I am in need of emergency mental health services, the protocol for [organization X] is still the same (explain if necessary)

*Do you **consent** to continue our session?”*

This visit was conducted with the use of interactive audio and video telecommunications system that permits real time communication between the patients and the provider. Patient consent for virtual visit obtained on DD/MM/YYYY

And the reason:

This Telehealth visit is intended to take the place of a face-to-face visit and the services included have been deemed by the provider to be medically necessary and appropriate to be delivered via virtual/telephonic communication. These services cannot be safely delivered in a face-to-face encounter due to circumstances related to the COVID-19 pandemic.



All insurance companies we know of are **paying** for
telephone or video BH visits.

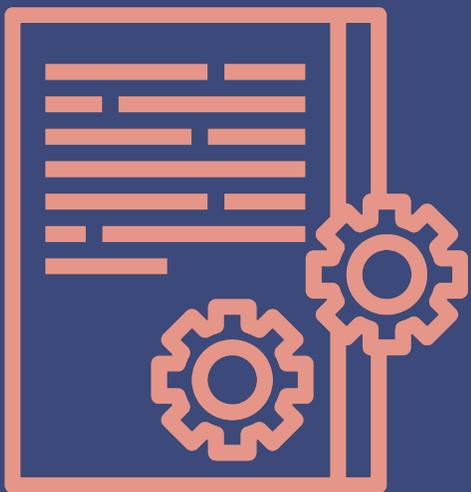
BILL as NORMAL

Confidentiality:

-Zoom and Telephone are HIPPA compliant

-HIPAA is relaxed

-Head phones when possible



Clinical Considerations:

- Connecting (*emotionally*)
- Emergencies (*what is operating?*)
- Other?

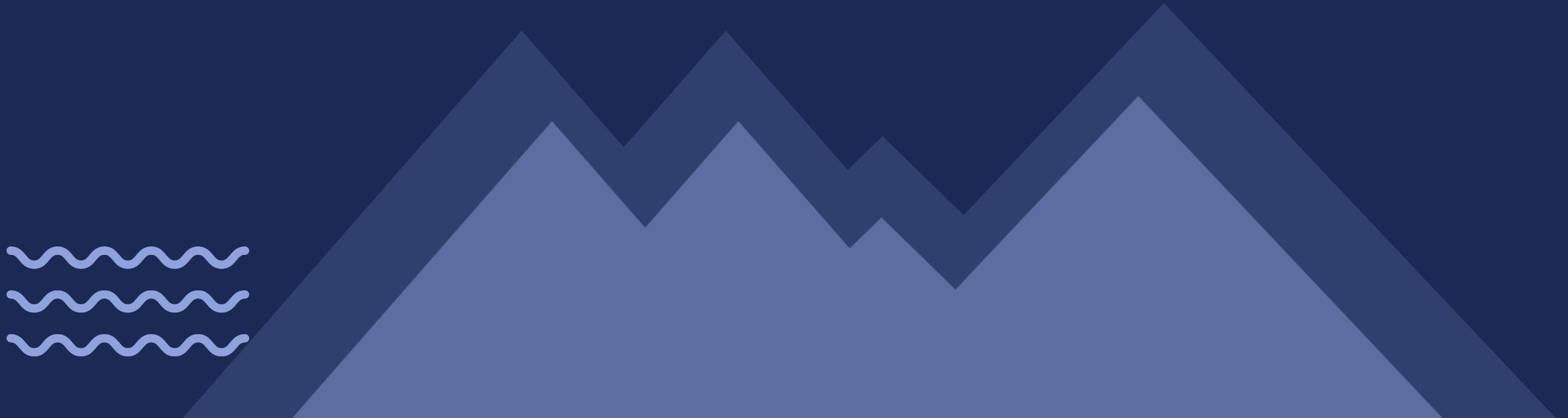
-

**How can we still be there for the
medical team when we are at home?**



Making **good** come of difficulties....

Setting the foundation for
continued reimbursement of
virtual services



Advancing political will in our organizations

for

flexible scheduling

for employees

A person is performing a yoga tree pose on a wooden pier extending into the ocean. The person is silhouetted against a bright, overcast sky. The pier is made of weathered wooden planks. The ocean is visible in the background with gentle waves. There are decorative wavy lines in the corners: three orange ones on the top left and three blue ones on the bottom right.

**Those with flexible schedules are more apt
to exercise regularly
& to see a doctor; have improved sleep,
mental health, blood pressure & energy
levels**

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