

GUIDELINES FOR IN-HOME TELEHEALTH WITH ADULTS

Technology Considerations

Consider specific relevant technology for planned clinical work:

- Assess whether higher bandwidth and screen resolution are required depending on services
 - Consider ability to perceive accurate visual, auditory, interactional cues
- Microphones
 - Sensitivity to auditory range of voices
 - Placement close enough to detect voices but not irrelevant noise
- Cameras
 - Pan-tilt-zoom capabilities when possible
 - Limited eye contact may represent technical limitation or clinical impairment
- Determine technological and medical device needs for remote monitoring of conditions such as diabetes or heart conditions if feasible
- Ensure medical images are transmitted through secure and encrypted medium
- Always have a contingency plan to contact the patient in the event of technology or equipment failure during an encounter



Optimizing Room and Environment

Patient Site

- Consider patient's motor skills, health literacy, and familiarity with technology
- Communicate specific room requirements to patients before session
 - If possible, have patient choose a room with door that can be closed
 - Lighting to ensure easy visualization of room and all participating parties
- Announce all parties who are present in respective rooms
- Remind patient to set device on stable surface to improve video quality and decrease distractions
- Document patients' physical location
- Patient should provide phone number before session and have phone available in the event of videoconferencing difficulty

Provider Site



- Minimize distraction and background noise
- Ensure environment meets standards for privacy and confidentiality
 - Consider headset if feasible
- Have process for verifying who is present at patient site
- Have phone and patient's number on hand in case technology difficulties occur

Legal, Regulatory, and Ethical Considerations

Review:

- Local, state, and federal legal and regulatory requirements at patient and provider locations
 - Licensure requirements related to scope of practice
 - Legality of providing treatment across state lines
 - Prescribing controlled substance via telehealth
- State-specific guidelines for pediatric services, regarding (but not limited to):
 - Consent
 - Mandated reporting
 - Requirements for establishing a provider-patient relationship
 - Prescribing via telehealth
 - Transmission and storage of medical images
 - Reimbursement codes for Medicaid and other insurers
- Formal process for resolving ethical questions and Issues

Verify:

- Professional liability insurance covers activities on all sites of telepractice
- Patient's basic understanding of, and agreement to, the specific use of telehealth
 - Inform of rights and responsibilities when receiving telehealth services, including right to refuse telehealth
- Elimination of conflicts of interest that could influence care decisions

Assess:

- Provider's own clinical competence in providing care for the population
- Confidentiality needs and limits at provider and patient site (e.g., availability of a private room at either site)

Emergency and Safety Planning

Aim to be

PROACTIVE

Rather than

REACTIVE

Discuss and document emergency procedures as part of informed consent, including:

- Local emergency resources and phone numbers
- Location of nearest emergency department
- Release of information to contact family or community member who can provide support in an emergency
- Recognition of possibility of delay in emergency response due to location
- If appropriate, consider physical environment risks for mental health emergencies (e.g., access to weapons, household hazards)

Cultural Competency and Humility

- Consider patients' unique needs (e.g., age, culture, disability, SES, etc.) with adaptation to telepractice
- Learn about patient's community, values, and resources to develop rapport
- Use culturally sensitive protocols