

APPROPRIATENESS FOR TELEMENTAL HEALTH SERVICES

ATA GUIDELINES

Patient and site considerations

- Resources at patient site can manage potential risks to patient, others, or the equipment
- Roles of provider and site personnel are clear
- Ensure privacy, especially in school settings
- Youth and parent preferences
- Developmental and diagnostic considerations
- Referral question
 - Some telemental health assessments may not be appropriate in unsupervised settings, such as patient's home
 - Consult ATA guidelines for more on best practices

Cultural competence

- Consider patients' unique needs
- Draw on site coordinator to learn about family's community
 - Develop rapport and therapeutic alliance
 - Avoid overgeneralizing about rural communities
- Culturally sensitive protocols

Provider considerations

- Appropriate skills for patient population

TELEMENTAL HEALTH PRACTICES WITH YOUTH

ATA GUIDELINES

Room requirements

- Large enough room for 1-2 adults
- Decrease distractions
- Accessibility
- Lighting
- Selection of toys in the room

Announce all parties present

Utilize the Presenter/ Telemedicine Coordinator

- Establish a safety protocol
- Alert staff at patient site if any there are any risks to youth's safety
- Communicate information about local community that provider may not know

Culture & Individualization

- Consider patients' unique needs
- Understand site culture
- Learn about the family's community, values, and resources
- Avoid overgeneralizing about rural communities
- Outline roles of local providers & telemental health clinician

Sharing patient information securely between providers

- Follow legal & regulatory requirements and best practices

LEGAL, REGULATORY, & ETHICAL ISSUES

ATA GUIDELINES

Legal and Regulatory Issues

Review:

- Legal & regulatory requirements at patient & provider locations
- Jurisdiction's requirements of provider's mandated reporting
- Confidentiality requirements of the clinic and school setting

Verify:

- Professional liability insurance covers activities in all sites of telepractice
- Written or verbal consent for recording

Consult:

- ATA guidelines for more information on recommendations for informed consent with legal guardians and youth

Ethical Issues

- Incorporate organizational values & ethics
- Formal process for resolving ethical questions & issues
- Eliminate conflicts of interest
- Inform patient of their right to refuse telemental health services

MENTAL HEALTH EMERGENCIES WITH YOUTH ATA GUIDELINES

Become familiar with patient site's emergency procedures:

- Local emergency resources and phone numbers
- Location of nearest emergency department capable of handling psychiatric emergencies
- Patient's support contact information
- Contact information of local organizations if local referral is needed
- Knowledge of local civil commitment law, procedures, and resources

If patient is in the home or location without clinical staff:

- Informed consent includes documentation and discussion of emergency procedures
- Release of information to contact a family or community member who can provide support in an emergency
- Provider is available to emergency responders to facilitate evaluation and planning

Consider:

- Transportation or other logistical challenges
- Physical environment risks and other youth in the home
- Possibility of delay in emergency response due to location

NEEDS ASSESSMENT

ATA GUIDELINES

Identify:

- Community buy-in to adopt telemental health services
 - Speak with community organizations and consumer groups
- Unmet needs in local clinic, including age groups, behavioral presentations, and interventions where the telehealth provider may be helpful
- Relationships with staff & community
 - Visit sites if needed
- Insurance coverage for different types of child, adolescent, and family sessions
 - Use data to make case for telemental health services if needed
- If interpreters are needed
- Additional training for gaps in provider competency

TECHNOLOGY CONSIDERATIONS

ATA GUIDELINES

- Sufficient bandwidth
 - Accurate visual, auditory, and interactional cues

- Microphones
 - Sensitivity to auditory range of children's, adolescents' and adults' voices
 - Placement close enough to detect voices but not irrelevant noise

- Cameras
 - Pan-tilt-zoom capabilities
 - Allows provider to follow child's movements around the room
 - Limited eye contact may represent technical limitation or clinical impairment
 - Ask parents if clarification is needed

YOUTH TELEMENTAL HEALTH INTERVENTIONS

ATA GUIDELINES

General Considerations

- Reliability and validity of testing instrument
- Local telepresenter responsibilities
 - Ensure privacy
 - Help with room entry
 - Assist with participation in the session
 - Appropriate training depending on type of session
- Documentation of treatment efficacy, complications, & decision-making process
- Coordination of care among PCPs, clinicians & case managers

Pharmacotherapy

- Review federal and state guidelines regarding prescription of controlled substances
 - See ATA guidelines for discussion of the Ryan Haight Online Pharmacy Consumer Protection Act of 2008
- Communicate about initial prescriptions, refills, and reporting adverse effects
- Train staff at patient site in assessing effects of pharmacotherapy

Psychotherapy Approaches

- Adapt empirically supported treatments for videoconferencing
- Seek input from youth & parent about service delivery via videoconferencing
- Monitor outcomes in ways consistent with patient's site
- Discuss needed level of parent participation