

Top 5 Best Clinical Practices for Treatment with Telehealth

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1: Consider Ethics & Liability

- Comply with State Licensing Board
- Informed Consent
- Malpractice Insurance

2: Assess Appropriateness

- Ask about your patient's on-line life
- Digital Native vs. Digital Immigrant
- Not Cookie Cutter
 - Appropriate Diagnosis
 - Dual Diagnosed
 - Suicidal / Homicidal Ideations
 - Medication

3: Enhance Patient Safety

- Inability to Control Environment
- Planning for Emergencies
 - Safe Word
 - Safety Plan
 - Emergency Contact

Safety Plan- Preparing For Session

- 1. Let someone know your entering a telehealth session
- 2. Place "Do Not Disturb" sign on your door and prepare your environment
- 3. Make sure a clock is visible
- 4. Minimize all of your computer programs (e-mail, chat) and log onto your telehealth platform
- 5. Adjust your microphone and camera
- 6. Invite your patient into your virtual session



Safety Plan- During For Session

- 1. Where are you today (address/location)?
- 2. If we should get disconnected, what number should I use to reach you?
- 3. Is anyone else there with you?
 - a. If no, begin session.
 - b. If yes, who is there with you today?
- 4. Do you want to continue the session with _____ there with you?
 - a. If no, end session.
 - b. If yes, can we identify a word you can say to me that means to end the conversation <u>"safe word"?</u>

Safety Plan- Ending Session

- "End Meeting" as explained through your telehealth platform
- 2. Take off and unplug headset.
- 3. Remove "Do not disturb" sign from your door.
- 4. Let others in your office space know you are off Zoom.

Safety Planning Continued

- Safe Word
 - Used when unable to talk
 - Used when feeling unsafe
- Safety Plan
 - Police information (Don't rely on 911)
 - Hospital / local clinic
 - ICE contact don't forget ROI

5: Be Prepared

- Increased verbalizations
- At a click of a button...

Telehealth Learning Series for SUD Tx and Recovery Support Providers

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