Tele-Health from Home
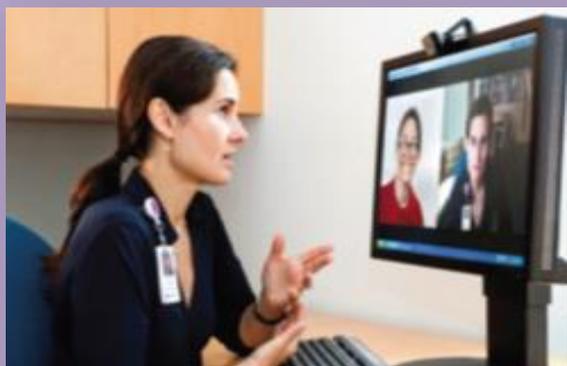
Check List

BEFORE STARTING A SESSION

1. Ensure you are in a private area. No family members around if working from home ☐
   a) Ensure family understands the importance of no interruptions during your session ☐
   b) Ensure your family is not able to hear or see your computer ☐

2. Place a sign on your door stating, "Do not disturb in a Zoom Session". ☐

3. Silence your phone and turn off e-mail ☐

To turn off Zoom chat-Click Settings (upper right hand corner), then click Chat (left side of page), Go to bottom of section and click either Do not disturb from: _____ to _____ or click mute while I am in a meeting or on phone.

4. If you are going to share your screen or share from the EHR, open and make sure only your client's information is visible (minimize on screen) ☐

5. Log onto Virtual Desktop (Follow Instructions sent by Rich-HR). This allows you to access your e-mail, Avatar, shared drive etc. ☐

6. Prior to beginning sessions be sure to have your Zoom home page open and access Clinical Supervisor Channel while conducting sessions in case you need to contact a supervisor. ***Leave Zoom home page open at all times (on the clock) while working from home***. ☐

7. Open your Zoom meeting from your home computer (not virtual desktop). ☐

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8. You will be able to share your virtual desktop screen with Avatar. ***Reminder be sure to have open only your client (not Avatar home screen or open tabs of other clients on the top) prior to sharing your screen.*** ☐

9. Make sure you can see a clock. ☐

10. Adjust your camera to a position which is appealing. ☐
    a. Make sure lighting is good.
    b. Test your microphone and sound.

11. This next step of connecting with the client has 2 options. ☐

    Option 1. Log onto the Zoom. a. Click onto Start with Video (upper right corner – orange).
    Invite the client to the session
    a. Hover at the bottom of the screen and click on "INVITE".
    b. Choose to invite by default email or by providing the client the 9-digit meeting number located at the top of the main screen.

    Option 2. This process must be approved by your supervisor. (This process should be consistent throughout your program).
    a. All clients at your program will be given a list of all staff meeting ID numbers. (These will be static Zoom numbers assigned to each individual staff member).
    b. The client will dial (415)762-9988. This will connect you to a ZOOM (automated) operator.
    c. Follow the automated prompt and enter the MEETING ID of the person you want to speak to and press #.
    d. Press # a second time.
    e. PAR staff that receives the call will communicate with the client who may or may not have the ability to connect with video (Zoom). This conversation will become a phone session. If the PAR staff member is on Zoom with another (client 1) at the time of the incoming call the staff member will ask the client 1 to be put on hold for a minute. At this time the staff member will place client 1 in "waiting room" and inform the incoming call (client 2) to call back at a specified time. The staff will bring client 1 out of the waiting room to continue the initial session.

12. When the client logs on a bell will sound. a. Make sure your client can hear you and you can hear your client. ☐

Problem solve and make any needed adjustments ☐

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CONDUCTING THE SESSION

1. Where are you today? (address/location) If we should get disconnected, what number should I use to reach you?	☐
2. Prior to discussing any information please inform the client the following "Please be advised that the information we will discuss is sensitive and confidential.	☐
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 "Safe Word"?	☐ ☐

Ending the Session

1. If the session is complete, hover at the bottom of the screen and click on "END MEETING" (lower right of the screen in red).	☐
2. New box appears a. Click on "END MEETING FOR ALL" (lower left in blue).	☐
3. Last box appears a. Click on down arrow next to name and click "EXIT".	☐
4. Take off and unplug headset.	☐
5. Remove "Do not disturb" sign from your door.	☐
6. Let others in your office space know you are off Zoom.	☐