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 **"safe word"?**

Safety Plan- Ending Session

1. "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

NATIONAL CONSORTIUM OF
TELEHEALTH
RESOURCE CENTERS

ATTC
Addiction Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

F⊙cus:PHI
The Center of Excellence for Protected Health Information

CASAT
Center for the Application of
Substance Abuse Technologies

SAMHSA
Substance Abuse and Mental Health
Services Administration