

Chapter Title Clinical	Section # C	Subject # 312.1	
Subject Title Telepsychiatry	Adopted 9/5/17	Last Revised NEW	Reviewed

PROCEDURE

Application

This procedure shall apply to The Right Door for Hope, Recovery and Wellness. The purpose of this policy is to ensure the proper use of technology and process for telepsychiatry services.

1.0 Consent

- 1.1 Prior to beginning any telepsychiatry services a consent must be completed with the consumer(s) confirming they agree to the use of telepsychiatry.
- 1.2 The Right Door medical staff will obtain a Consumer consent for permission.

2.0 Deciding when to use telepsychiatry

- 2.1 Telepsychiatry can be utilized for the following reasons:
 - 2.1.1 When Providers are not available on site to perform a psychiatric evaluation and/or medication review.
 - 2.1.2 Due to illness.
 - 2.1.3 Poor weather.
 - 2.1.4 Complication that does not allow a provider on sight.
 - 2.1.5 When contracted services decrees this method.

3.0 Ensuring Equipment maintenance and functionality

- 3.1 Equipment will be maintained according to manufacture instructions and tested monthly.
- 3.2 The IT Department must be notified as soon as possible if equipment is not functioning properly.
- 3.3 The Right Door for Hope, Recovery and Wellness does not ensure nor provide support for internet connectivity when tele-health is provided using non-agency equipment.
- 3.4 Due to tele-health internet connection requirements, The Right Door for Hope, Recovery and Wellness cannot guarantee proper and stable connection for tele-health if using and internet connection that is not located at one of our sites (i.e., hotspot connections, public Wi-Fi connection, personal internet service provider connections).
- 3.5 If a proper connection to tele-health cannot be started the consumer's appointments will be re-scheduled.
- 3.6 If at any time during the telehealth session the connection between the prescriber should be severed, the prescriber will contact The Right Door for

Hope, Recovery and Wellness IT Department for technical support. If the severed connection is due to equipment failure the IT Department will work to either fix the equipment or replace the equipment. If the connection is due to an outage, the consumer's appointment shall be rescheduled.

4.0 Training on Equipment

- 4.1 Medical Staff will be trained by IT Staff on how to properly use the equipment. Questions or concerns about functionality of equipment should be directed to the IT Department.
- 4.2 Medical staff will provide very basic training to consumers as needed.
- 4.3 If additional training is required, IT Staff will be consulted and provide this training.

5.0 Emergency

- 5.1 In the case of an emergency, agency emergency procedures will be followed and the session will be terminated until the emergency is resolved.
- 5.2 All sessions that end prior to completion due to an emergency will be rescheduled by medical staff for in-person or another telepsychiatry session.

6.0 Sessions

- 6.1 The medical/IT staff will orient the consumer to the telehealth technologies. Medical staff will orient users of this technology at the beginning of each appointment and explain and answer any questions the consumer may have with this process.
- 6.2 The medical staff will leave the room when the appointment begins and remain in the area to be available should problems arise.
- 6.3 At the end of the appointment medical staff will enter again for any orders from the providers or questions the consumer may have.
- 6.4 The Medical staff will escort the consumer back to the reception area.
- 6.5 Before the next consumer comes back for an appointment, the medical staff will ensure office is clean and no material is left behind that may contain protected health information.
- 6.6 The Right Door IT staff shall assist the clinician should technical difficulties arise with the equipment.
- 6.7 If at any time during the telehealth activities, the connection should be severed, IT will be requested to assist with repairing the connection. If the connection cannot be repaired, then medical staff will contact the provider by phone and finish the session.

Reference: CARF Section Technology

Robert Lathers, CEO	Date		