# School-Based Telehealth
## Checklist and Resources

# Getting Started

### *General Practices*

(Hilty, 2020)

- ✓ Practice, self-observe and individualize patient care.
- ✓ Group formats for care: introductions, engaging others to get involved, and giving directions or ground rules to provide structure.
- ✓ General preparation: planning of session (e.g., main goals, pre-reading chart, if available, summarizing knowledge), and feeling organized. Consider an opening script for new evaluations.
- ✓ Maintain the standard of care and quality of service.
- ✓ The setting/room: both ends private/secure, announce anyone who is unseen to the patient, check lighting and check equipment.
- ✓ Check in with the client at the end of the session to see if they are Ok with the format.
- ✓ "Less is more" in terms of interruptions and amount of information delivered, just as in-person.
- ✓ Dress appropriately, project voice and other gestures.
- ✓ Adjust to age (e.g., toys and table for kids; support person for older adults).

**Resources:**

https://laevidencetopractice.com/wp-content/uploads/2020/03/Telehealth-Guide-MUSC-English.pdf

https://www.schoolcounselor.org/asca/media/asca/Webinars/WEB032420_Handout.pdf

https://docs.google.com/spreadsheets/d/1uoViKUpSCyjHM_2a-r3RDOjXdQ8Z2OmLeSY6l3Qsilg/edit?fbclid=IwAR0X5TI2NzUWaenGL6a36c8x81650nirTz_1858KRoBfjSiNahEPRHb9flQ#gid=129965728

### *Internet Capabilities and Choosing a Vendor*

(Parekh, 2020)

- ✓ Be sure to use a broadband internet connection that, at minimum, has a transmission speed of at least 5 MB upload/download to avoid pixilation, frequent buffering, and other video and audio difficulties associated with slow and insufficient transmission. Higher

speeds might be required for newer technologies that use HD capabilities.
- ✓ Choose a software solution that is HIPAA-compliant, as many popular, free products are not.
- ✓ Also, HIPAA compliance may also dependent on the interface of your videoconferencing software with other aspects of your practice, such as EHRs, so it is best to think about HIPAA and telepsychiatry from a global, "all technologies" perspective.
- ✓ When partnering with 3rd party telepsychiatry vendors, be sure to check if their encryption meets the FIPS 140-2 certified 256 bit standard; that any peer-to-peer videoconferencing (streamed endpoint-to-endpoint) is not stored or intercepted by the company in any way.

**Resources:**

https://www.psychiatry.org/psychiatrists/practice/telepsychiatry/toolkit/platform-software-requirements

https://telementalhealthcomparisons.com/

https://docs.google.com/document/d/1mtSQkHB9tXetgbnRpofWipTbwVPTS20G7qSU4ksKxrM/edit?fbclid=IwAR3KSXtWplNIhzwA4QGByMffDFvf8A-vTtfxIHFaKOyWuMTjik3M4SFFlXM

# Privacy and Confidentiality

### *Confidentiality*

(Telepsychiatry Guidance for Local Providers, 2020)

- ✓ Confidentiality procedures should confirm and identify how relevant privacy and security regulations and policies will be followed based off your local or state guidelines.
- ✓ All care provided by distant/hub site providers must conform to originating/ spoke site policies and procedures related to the provision of care, including (but not limited to) documentation of initial evaluation, diagnoses, treatment planning, ongoing documentation of sessions, discharge summaries, etc.
- ✓ All care provided using telepsychiatry must have a process for timely, onsite documentation of care.
- ✓ Distant/hub site provider access to patient records (electronic and paper) should be specified.
- ✓ Site appropriate for privacy.

**Resources:**

https://www.schoolcounselor.org/asca/media/asca/PositionStatements/PS_Confidentiality.pdf

https://www.schoolcounselor.org/school-counselors/legal-ethical/faqs-virtual-school-counseling-ethics

## *FERPA*

(STUDENT PRIVACY POLICY OFFICE FERPA & Coronavirus Disease 2019 (COVID-19) Frequently Asked Questions (FAQs) March 2020, 2020)

- ✓ If an institution determines, based on the totality of the circumstances, that there is an articulable and significant threat to the health or safety of a student, the institution may disclose to appropriate officials at a public health department PII without prior written consent to protect the health or safety of a student or other individual.
- ✓ If an institution learns that a student in attendance at the school is out sick due to COVID-19 it may disclose this information to other students and parents in the school community, but only in a manner that prevents the student from being identified.
- ✓ While directory information such as a student's name, address and phone number can be released, it cannot be released in conjunction with nondirectory information such as a list of students absent from school.
- ✓ If an institution determines that a health or safety emergency exists, it cannot disclose PII from a student's education records to the media without consent.
- ✓ An institution may disclose to an eligible student's parents that the eligible student has COVID-19 if the parents claim the eligible student as a dependent under section 152 of the Internal Revenue Code of 1986 or if the disclosure is in connection with the health or safety emergency exception.

**Resources:**

https://studentprivacy.ed.gov/sites/default/files/resource_document/file/2019%20HIPAA%20FERPA%20Joint%20Guidance%20508.pdf

https://studentprivacy.ed.gov/sites/default/files/resource_document/file/FERPA%20and%20Coronavirus%20Frequently%20Asked%20Questions_0.pdf?utm_content=&utm_medium=email&utm_name=&utm_source=govdelivery&utm_term=

## *HIPPAA*

(HIPAA Guidelines on Telemedicine, 2020)

- ✓ Only authorized users should have access to ePHI.
- ✓ A system of secure communication should be implemented to protect the integrity of ePHI.
- ✓ A system of monitoring communications containing ePHI should be implemented to prevent accidental or malicious breaches.
- ✓ Use the HIPAA Compliance Checklist in the resources below.

**Resources:**

https://www.cdc.gov/phlp/docs/hipaa-ferpa-infographic-508.pdf

https://1qy13e1kz4mu2twyf741jfes-wpengine.netdna-ssl.com/wp-content/uploads/2020/03/HIPAA-Compliance-Checklist-Download.pdf

https://www.hhs.gov/sites/default/files/telehealth-faqs-508.pdf

https://www.hipaajournal.com/hipaa-guidelines-on-telemedicine/

## *Informed Consent*

(Security and HIPAA | AAAAI, 2020)

- ✓ Inform patients of their rights when receiving telemedicine, including the right to stop or refuse treatment.
- ✓ Inform patients of their own responsibilities when receiving telemedicine treatment such as providing accurate and complete information about medical complaints, past illnesses, hospitalizations, medications, pain, and other matters relating to their health.
- ✓ Have a formal complaint or grievance process to resolve any potential ethical concerns or issues that might come up as a result of telecare.
- ✓ Describe the potential benefits, constraints, and risks (like privacy and security) of telemedicine.
- ✓ Inform patients of what will happen in the case of technology or equipment failures during telemedicine sessions and state a contingency plan.
- ✓ Outline your basic telemedicine program policies around billing, scheduling, and cancellations.

**Resources:**

https://www.mendfamily.com/informed-consents-telemedicine-know-state/

https://www.aaaai.org/practice-resources/running-your-practice/practice-management-resources/Telemedicine/HIPAA

# School-based Child and Adolescent Telepsychiatry

## *Best Practices*

(Cook, Rock, Steele and Stone, 2020)

- ✓ Read the privacy policies of the platforms your school system uses.
- ✓ Know limitations of the district's platform.
- ✓ Advocate for a change if the platform is thought to be detrimental.
- ✓ Don't select or use a platform without district approval.

**Resources:**

https://www.aap.org/en-us/Documents/ATA_Pediatric_Telehealth.pdf

https://www.aacap.org/AACAP/Clinical_Practice_Center/Business_of_Practice/Telepsychiatry/Telepsychiatry_Guide_and_Pol.aspx

## *School-Based Telepsychiatry*

(FAQs: Virtual School Counseling Ethics, 2020)

- ✓ Follow school and district policies and procedures.
- ✓ Work with your administrator to disseminate information to families about what the program will entail.
- ✓ Set specific "office hours."
- ✓ Establish clear virtual boundaries.
- ✓ Update the school and school counseling program website regularly.
- ✓ Consider listing emergency and after-hours resources on your website for 24/7 access by students and families.
- ✓ Develop a protocol for student crisis.

**Resources:**

https://www.schoolcounselor.org/asca/media/asca/home/EmergencyShutdown.pdf

https://www.childtrends.org/school-based-health-centers-can-deliver-care-to-vulnerable-populations-during-the-covid-19-pandemic

https://www.sreb.org/webinar/school-counseling-distance

https://www.psychiatry.org/psychiatrists/practice/telepsychiatry/toolkit/child-adolescent/school-based-telepsychiatry

## *Support and Resources for Counselors*

(Virtual School Counseling Toolkit, 2020)

- ✓ Adhere to the same ethical guidelines in a virtual/distance setting as school counselors in face-to-face settings.
- ✓ Recognize and acknowledge the challenges and limitations of virtual/distance school counseling.
- ✓ Implement procedures for students to follow in both emergency and nonemergency situations when the school counselor is not available.
- ✓ Recognize and mitigate the limitation of virtual/distance school counseling confidentiality, which may include unintended viewers or recipients.
- ✓ Inform both the student and parent/guardian of the benefits and limitations of virtual/distance counseling.
- ✓ Educate students on how to participate in the electronic school counseling relationship to minimize and prevent potential mis- understandings that could occur due to lack of verbal cues and inability to read body language or other visual cues that provide contextual meaning to the school counseling process and school counseling relationship.
- ✓ Practice self-care and encourage students to do so as well.
- ✓ Utilize resources below to create fun and interactive sessions with students.
- ✓ Provide students with additional online resources below to assist in specific needs and crisis management.

**Resources:**

https://confidentcounselors.com/2018/03/04/freeschoolcounselingresources/

https://www.schoolcounselor.org/school-counselors/professional-development/learn-more/coronavirus-resources

https://www.schoolcounselor.org/school-counselors/professional-development/learn-more/virtual-middle-school-counseling

https://www.schoolcounselor.org/school-counselors/professional-development/learn-more/virtual-elementary-school-counseling?fbclid=IwAR0NO7gPGk8_xzgkjheG84k1gnC8IChW3BcN7u8HvM7pqe2DfiO4JCI54Pk

https://counselors.cmionline.com/


### Additional Resources

https://www.ama-assn.org/practice-management/digital/ama-quick-guide-telemedicine-practice

https://www.aafp.org/dam/AAFP/documents/advocacy/prevention/crisis/CMSGeneralTelemedicineToolkit.pdf

https://www.ed.gov/coronavirus

# About the Clearinghouse

The Clearinghouse is here to provide you with the right tools and information to keep our military families strong. The Clearinghouse will help you—a dedicated professional who provides direct assistance to military families—do your job. By taking advantage of all the Clearinghouse has to offer, you will enhance your capacity to bolster military family readiness, resilience, and well-being. We will help you identify, select, and implement the right evidence-based programs and practices to address wide-ranging family and mental health issues—from healthy parenting to preventing problematic and risky behaviors. Using our interactive, searchable database, you will find effective and promising intervention programs as well as practical resources and strategies to help you achieve your mission and ensure the welfare of our military families. Not only will you be able to take advantage of exciting learning opportunities through webinars, videos, and virtual learning communities, you will also be able to connect with other colleagues through our social media networks, including the Clearinghouse's Facebook page, Twitter, and blogs. https://militaryfamilies.psu.edu/

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