

River Oak Guidelines for Use of Telehealth Treatment

Video-based conferencing for the purpose of Telehealth allows beneficiaries to access their provider using audio-video interface. It provides convenience and increased access to your provider. River Oak will be utilizing HIPPA protected software to ensure that your health information is secure and confidential. In times of a national emergency unsecure methods for Telehealth may be authorized and used which may increase the risk for a breach of privacy.

Instructions:

1. Prior to use of Telehealth, River Oak staff and clients will review the policies and procedures for Telehealth services outlined in this document. Clients, caregivers or legal guardians if applicable, will acknowledge their understanding of these guidelines and provide verbal or written consent for Telehealth, which will be documented in the client's health record. River Oak will provide the client, caregiver or legal guardian with a copy of these guidelines for future reference.
2. Before the use of Telehealth, River Oak staff and client and/or caregiver will conduct a standard "test" session to be sure that the equipment works, and can be managed by both the client and/or caregiver and River Oak Staff. A safety plan and procedures should also be discussed and agreed to by both parties.

Guidelines:

1. **Technical requirements:** For clients and caregivers using Telehealth in their homes, they will be solely responsible for setting up and using the computer system or electronic device that supports Telehealth at their location. Below are recommended guidelines for secure Telehealth services that are based on best practices for their privacy:
 - a. You should choose a place where you feel you are in a relatively private area. You can use single-audio devices (headphones and microphones) if necessary. You should consider who might be able to overhear or see communication with River Oak staff.
 - b. You will need to have a computer (PC or Mac), smart phone or tablet with camera and audio capacity. A recent model laptop or iPhone/iPad is best as all technical specifications for Telehealth are included in these devices.
 - c. You and River Oak will use Zoom, a secure conferencing application, which is compatible with both Windows and Mac-based systems. To download zoom to your smart phone or computer, follow these instructions:
 1. Open your computer's internet browser and navigate to the Zoom website at [Zoom.us](https://zoom.us).
 2. On the home page you will see two options on the left side of your screen, Plans and Prices or Sign Up, Its Free. Decide on the plan that will work best for you. By clicking one of the options, you will be directed to set up an account and prepare your device for downloading zoom to your computer or smart phone.
 3. Click on Download and the Zoom app will then begin downloading. Follow the steps as directed.

- d. No permanent video or voice recording of the Telehealth service session will be kept unless previously agreed upon and consents to video or audio record have been executed.

2. Confidentiality & Privacy: At the first Telehealth session, River Oak staff and the client, caregiver or legal guardian will show documentation/verification of identification and location utilizing the following guidelines:

- e. **Provider Identity Verification:** River Oak Staff will state their name and show their credentials (i.e. photo-based professional identification e.g. workplace badge) for the client and/or caregiver to view and say: *“I am [NAME], [credentials, e.g. LCSW] at River Oak Center for Children and will be providing Telehealth services for [FIRST & LAST NAME OF CLIENT]. My license number is... OR I am supervised by [SUPERVISOR NAME and license number].”*
- f. **Client Identity Verification:** Clients above the age of 18 will be asked to say their name, show a photo ID (if available) on the video-screen, and give a verbal agreement during the first session. For individuals under the age of 18, the minor’s caregiver or legal guardian will be asked to say their name, show a photo ID (if not available, other legal identification will be allowed), and give a verbal agreement to services being provided through Telehealth. The client will need to provide their name and verbal agreement at this first session only. This will not need to be done for subsequent appointments.
- g. **Inclusion of other individuals (non-mental health professionals):** Clients and/or caregivers should let River Oak know if any other person can hear or see any part of the session. This is to protect the client’s privacy. In the event that additional individuals will participate in Telehealth sessions, the client, caregiver or legal guardian will give a verbal agreement for sharing of the information during the Telehealth session and a written release of information for that individual will be obtained verbally or at the next face-to-face session. The verbal agreement will be documented in the client’s health record. Those individuals joining the session will need to review these guidelines and follow the same procedures as clients and caregivers, including stating their name and showing identification (if available) and providing verbal agreement to participate in the session. Again, to ensure privacy, River Oak staff, clients and/or caregivers will not record the session, or take any screen shots.
- h. The client and/or caregiver are to be informed that they have the right to withdraw consent without it affecting their future care, treatment, or risk to any program benefits.

3. Location: The location of where the client and/or caregiver will be receiving Telehealth services will be confirmed and documented by River Oak staff. Locations should be chosen to follow the same guidelines each time:

- a. Locations will be agreed upon and documented at least 24 hours prior to starting the session.

- b. It is important to choose a location that allows privacy for the participant(s). This would exclude public places that do not have separate private spaces (for example: coffee shops or restaurants), public outdoor environments, and other spaces in where others could overhear private conversations. Distracting stimuli should be minimized as much as possible. This may include but is not limited to: disabling notifications for various apps on the devices used by staff and beneficiaries, silencing cell phones, choosing quiet locations, computers and cameras should be stabilized to avoid wobbling and shaking during Telehealth, and choosing areas with strong and stable internet connectivity.

- 4. **Safety guidelines:** Safety is of the utmost importance to us at River Oak. The following guidelines provided are to ensure the client’s safety and a rapid response to any threats to your safety or others.
 - a. Clients will be directed to their nearest emergency service provider in the event there is a concern for the safety of the client and/or caregiver or others.
 - b. In the event that provider is not appropriate or sufficient, River Oak will contact emergency services to request a wellness check by local emergency personnel.

- 5. If beneficiaries have concerns with their services, they can contact:
 - a. River Oak Center for Children’s Compliance Officer
Monday – Friday, 8 a.m. – 5 p.m.
Phone: (916) 609-5100
Email: info@riveroak.org
 - b. Sacramento County Member Services
Monday – Friday, 8 a.m. – 5 p.m.
Phone: (916) 875- 6069
TTY/TDD: (916) 875-8853
Email: QMInformation@saccounty.net