

NORTH COUNTRY COMMUNITY MENTAL HEALTH ADMINISTRATIVE MANUAL

CHAPTER: Seven – Health Services
SECTION: Section Two – Medication
PROCEDURE NAME: TELEMEDICINE PROCEDURE
EFFECTIVE DATE: February 1, 2020

PURPOSE

To establish standards of practice for the delivery of telemedicine services.

APPLICATION

North Country Community Mental Health Programs

DEFINITION

Provider: refers to psychiatrists, nurse practitioners and physicians.

PROCEDURE

ELIGIBILITY

- All clients are eligible to participate in telemedicine.
- Exceptions to telemedicine eligibility will be determined by the clinician and the provider on a case by case basis.
- Clients will receive education about telemedicine services from a nurse and sign a Consent for Telemedicine form prior to the first telemedicine appointment.

SCHEDULING

- Length of session should not be impacted by being telemedicine; a medication review will take 30 minutes and a psychiatric evaluation will take 90 minutes.
- The same process for appointment notification will apply to telehealth as it does for in person appointments. (See SOP dated 4-5-18 titled Doctor Scheduling under Clinical Resources on the Intranet.)

PREPARATION FOR SESSION

- If the client's medical history is not available in the EHR, arrangements should be made to obtain the documents and be scanned into the EHR prior to the first telemedicine appointment.
- The nurse will test the telemedicine equipment to ensure readiness for the session at least one-half hour prior to the start of the scheduled appointments.
- Clinical staffing will take place in the interview room which will also ensure the equipment is ready and working properly for the provider's appointments.
- If the equipment is not functioning call the Help Desk. If the equipment is still not functional, refer to the Contingency Plan section of this procedure.

SECURING PROTECTED HEALTH INFORMATION (PHI)

- Both locations—the site of the provider and the interview room the client is using—shall be considered a confidential interview room regardless of the room's intended use.
- Nursing staff shall ensure that all PHI remains secure.
- All policies and procedures for confidentiality, privacy, and security shall be followed.

NURSE'S SESSION

1. The nurse will meet with the client first to take vital signs, height and weight, client complete medication reconciliation, and educate and encourage the client on use of the Portal.

2. If it is necessary to consult with the provider without the client present, the client will be escorted to the waiting room. The nurse should report any remarkable observations or concerns to the provider.
3. The nurse will make an introduction prior to the start of the appointment.

PROVIDER'S SESSION

1. During the session the provider will complete the section regarding return appointments, complete medication consents and/or lab orders as needed. They will then print the medication consents and lab orders to the clerical/office printer at the site where the client resides.
2. When the session with the provider is completed, the client will exit the room and report to the front desk.
3. Clerical staff will schedule the next appointment and assist the client in signing any paperwork completed by the provider and printed to the clerical/office printer.

PRESCRIPTIONS

- The provider will eRx all medications directly to the pharmacy.

CONTINGENCY

- In the event of equipment failure, the following contingency plan will be used:
 - The nurse will notify the provider by telephone.
 - The nurse will notify the secretary to call clients and reschedule appointments.
 - The nurse and provider will ensure the client has sufficient medication until the next available appointment with the provider.
 - For clients who arrive for their appointment, the provider may choose to have the nurse conduct a medication review.

TELEMEDICINE PROVIDED OFF SITE

- When Telemedicine is provided outside of an agency office, such as at a jail or on Beaver Island, the staff at that site will provide assistance with setup and completion of the appointment including:
 - Obtaining clients signature on the Telemedicine Consent Form and fax the signed form to the appropriate office site.
 - Preparing the equipment for the appointment.
 - Obtaining vitals prior to the appointment (provided there is a staff trained to do so) and report the results to the provider prior to the appointment.
 - Making an introduction prior to the start of the appointment.
 - Assisting the client with signing any paperwork that has been completed by the provider. Then the clerical staff will fax the signed paperwork back to the appropriate office site.

REFERENCE:

REVIEWED:

REVISED: 10/18/16; 11/26/18; January 28, 2020

APPROVED BY SIGNATURE:

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 Chief Clinical Officer

01/31/2020

 Date

Charles Lapo, MD

 Medical Director

01/31/2020

 Date