

CATALYST LIFE SERVICES

SUBJECT: **Telepsychiatry Procedure**
SECTION: **MIS**

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PURPOSE:

To set forth the procedure for telepsychiatry services.

PROCEDURE:

I. Decision to Use Telepsychiatry

The decision for use of telepsychiatry is at the discretion of the consulting clinician. The decision includes ensuring that there are no contraindications for the client. The client needs to be able and willing to participate in telepsychiatry.

II. Personnel Training

All personnel involved with the telepsychiatry services will receive competency-based training on the equipment prior to using. The training will include the following:

- a. Features and set up.
- b. Proper use
- c. Maintenance and safety considerations.
- d. Infection control and troubleshooting

III. Informed Consent

Telepsychiatry Informed Consent form must be signed prior to providing the service.

IV. Technology

Prior to the start of each session, the following information will be verified:

- a. The necessary technology and/ or equipment is available at the originating site and the remote site.
- b. The equipment and technology is functioning properly.

V. Identity and Location

At the beginning of a video-based mental health treatment encounter with a client, the following essential information shall be verified:

- a. The name and credentials of the professional and the name of the client shall be verified.
- b. The location where the client will be receiving services and where the provider is delivering care by videoconferencing shall be known by all parties.
- c. The contact information for both provider and client shall be verified.
- d. Verification of expectations regarding contact between sessions.

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VI. Client Safety

Appropriate medical staff will be available to assist the client and will be in communication with the provider as needed to ensure the safety of the client.

VII. Documentation and Record Keeping

Professional will document directly into the agency's electronic health record. Staff on site with the client will be able to provide handouts and other appropriate information to the client.