HFT COVID-19 RESPONSE RESET

August 17, 2020

As of the start of this reset, telehealth counseling will be our standard method for delivery of services. Telehealth counseling service can be provided from your home and/or from the HFT offices. You can continue to use Zoom as the platform for these services.

Unless your client meets one of the criteria for exceptions, please arrange to begin meeting with them by video conferencing by August 17, 2020.
(see exceptions below)

REMINDERS FOR TELEHEALTH COUNSELING:

- Make sure to clearly indicate on the daily superbill for each session whether it was by telehealth or face to face.
- If it was telehealth, make sure to indicate if it was audio only (telephonic). *Not all insurances will pay for telehealth, and not all who pay for telehealth will pay for counseling by telephone only. Be clear with your client about what their insurance will pay.*
- When you schedule an appointment that will be telehealth, make sure to check the box labeled “telehealth” on the scheduler just right of the box where you put the client’s name.
- For a telehealth session, you need to put a brief statement in the progress note indicating that it was telehealth and stating why. The statement can be something like “telehealth session due to the Covid-19 precautions.”
- Clearly indicate on your schedule (for each week) which days you are only doing telehealth, and which days you are available for both face-to-face and telehealth.

EXCEPTIONS FOR TELEHEALTH COUNSELING: ***(these clients are to be seen face-to-face)***

- <u>Mental health risk</u>.
- <u>Therapeutic need</u>. (if the client’s age, living situation, nature of their issues, level of their insight, or the modality of your therapy would make telehealth ineffective please see that client face-to-face.)
- <u>Logistically not feasible</u>. (if the client does not have access to adequate internet service and/or equipment, or it is impractical for them to have the privacy needed, or they have other logistical problems please see them face-to-face. If their insurance does not pay for telehealth and they agree, see them face-to-face.)
- <u>New clients</u>. (you can meet with new clients for the first two sessions face-to-face. At that point you will assess whether telehealth is appropriate for them. If they meet any of the other three exceptions please continue to see them face-to-face. If the new client requests telehealth from the beginning we will honor that request.)

HFT COVID-19 RESPONSE RESET

August 17, 2020

PROTOCOL FOR FACE-TO-FACE COUNSELING DURING THE COVID RESPONSE

PREPARATION

.**A. HR Training Program**

If you are going to provide face-to-face sessions during this period of COVID-19 response you must complete a short training program provided by HR. *(This is required for us to be in compliance with the new VA State standards being enforced by the Labor Department.)*

B. Director's Approval for Each Client Receiving Face-to-Face Counseling

Complete the brief form titled *"Authorization for Face-to-Face Counseling"* and submit to the Director. You can submit this online (on the HFT dashboard) or on a paper form, scanned and emailed to jherron@patrickhenry.org

<u>Online version</u>: click the button labeled "FACE-TO-FACE AUTHORIZATION" on the HFT dashboard

<u>Paper form version</u>: the form is in the shared folder "HFT COVID-19 PROTOCOL" on the drive. *(A pdf of the form can also be downloaded from the HFT dashboard.)*

STEPS TO TAKE ON DAYS YOU PROVIDE FACE-TO-FACE SESSIONS

A. Covid-19 Screening for Clinicians

As you start the day, complete the brief online screening accessed on the HFT dashboard. On this form you attest that you are free of Covid-19 symptoms and have not been recently exposed. *(NOTE: We are trusting that if you do have symptoms or have been exposed that you will not come to work and will self-quarantine. However, we need you to complete the online screening so we can show the Labor Department that we are screening employees who have contact with clients. These forms will be monitored and you will be contacted immediately if there is a problem.)*

B. Have Clients Sign a Waiver for Each Session

The waiver form is available in the "HFT COVID-19 PROTOCOL" folder shared with you on the drive. The signed waivers are to be scanned and emailed to Sandra at slewandowski@patrickhenry.org. You can send them individually after each session, or send all of them from that day at the end of the day.

C. Sanitize Primary Surfaces in Your Office Between Each Session

Wipe down the surfaces clients might touch in your office space. Before submitting the client's waiver, there is a place for your initials attesting that you have sanitized the space before the session begins. This is important documentation.

D. Wipe Down Surfaces in the Common Areas

This must be done a minimum of twice a day; more often on busy days. A sheet will be available for you to sign each time you complete this task. The sheets will be our documentation for the Labor Department.