TELEHEALTH WEBINAR 1: BEHAVIORAL HEALTH
For audio, dial (415) 655-0003
Access code 667 697 647

The webinar is being recorded

Supporting materials will be shared

MOLINA HEALTHCARE
TELEHEALTH WEBINAR SERIES

Telehealth Webinar 2: Billing & Reimbursement
Tuesday, May 19th, 1:00 – 2:00 PM

Telehealth Webinar 3: Telehealth Platforms
Thursday, May 21st, 11:00 AM - Noon

Telehealth Webinar 4: Medical
Wednesday, May 27th, 11:00 AM – Noon

Thank you Molina Healthcare for supporting this series
The California School-Based Health Alliance is the statewide non-profit organization dedicated to improving the health & academic success of children & youth by advancing health services in schools.

Learn more: schoolhealthcenters.org
Become a member, get exclusive benefits

- Conference registration discount
- Tools & resources
- Technical assistance

Sign up today: bit.ly/CSHAmembership
Why can't I stop looking at myself?

And other early learnings from Telehealth amid a pandemic
Clinical Considerations:

- Engagement
- Confidentiality
- Emergencies
- Other?
What others tell us, and what they don't, can tell us a lot about what we accept or what we judge.
When we don't perceive acceptance, or empathy, we often do not tell the whole truth.
Increased attention to process

Leaning in to the clients home environment
• **Client** is the measurement of acceptable privacy

• **Headphones & phones** = **Mobility**
Emergency
• Know where the client is
• Know what services are available
• Remember self disclosure is the only way to assess crisis
Ritual

*noun*

noun: ritual; plural noun: rituals

1. a ceremonial act or action
Starving the eyes & holding the phone....
The draw of the mirror
Managing Alerts
"I prefer to think of my patients and myself as **fellow travelers**, a term that abolishes distinctions between 'them' (the afflicted) and 'us' (the healers).... We are all in this **together**...

– Irving Yalom
TAKE WHAT YOU NEED
On [http://www.rsourced.com/](http://www.rsourced.com/) under the 'Tele-Health' tab:

- This slide deck
- Nuts and Bolts **work-flows** for Telehealth services
- Tips connecting empathically on the **phone**
- Considerations and Tips for successful **video sessions**
- BH Staff **working from home** agreements
For related resources, or to reach me:

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“Since we are doing therapy on the phone/over video, the same confidentiality rules apply as in-person [explain this if necessary, re: first visit]. But, because we are over the phone/video, I also need to make you aware that: You can verbally withdraw consent to do this type of therapy at any time. That while we are using a HIPPA (or non-HIPAA) compliant/approved mode of protected communication, it is possible for a breach because of technological complications...
I understand that if I am in need of emergency mental health services, the protocol for [organization X] is still the same (explain if necessary)

*Do you consent to continue our session?*"
HIPPA-Compliant: Skype for Business, Microsoft Teams, Updox, Vsee, Zoom for Healthcare, Doxy.me, Webex, GoTo Meeting.

Temporarily Allowable Platforms: Non-public facing popular video chat applications such as Face Time, Facebook Messenger, Google Hangouts, Skype, Zoom (non-healthcare).

Non-Allowable Platforms: Facebook Live, Twitch, TikTok and similar applications that are public facing.
STAY CONNECTED

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Gracias
Thank you
Cảm ơn
Salamat

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