***simple**practice

Telehealth Checklist

BEFORE THE SESSION —
Restart your computer. Close background programs
Test your internet connection speed. Speeds of 10mpbs will provide the best experience. To check your speed, search Google speed test and click the blue button.
Confirm that the webcam, microphone, and speaker are working.
Make sure the audio is not on mute.
Remove clutter and tidy office.
To prevent interruptions during the session, set your cell phone to silent and consider hanging a "Do not disturb" sign.
If necessary, contact a client's insurance to obtain payment coverage authorization.

Disclaimer: This sample document is provided only as a reference for practices developing their own materials and should be adapted to local needs. You should consult an attorney who is knowledgeable about the laws of your state.

START OF SESSION Verify client's identity, if needed. Document full name. Confirm client is in a safe, private place to talk. Review the <u>safety plan</u> with client. Review the back-up plan in case the connection fails. Confirm their phone number on file. Inform the client of the potential risks and limitations of receiving treatment via Telehealth. Remind client that there are alternative, non-video therapy options. Obtain verbal or written consent, if necessary, from the client for the use of Telehealth. Emphasize the importance of consistent therapy attendance and homework completion. Review the protocol of the Telehealth visit and explain what the client can expect. Emphasize the importance of speaking clearly. Mention that you may briefly look away or down when taking notes, but that doesn't mean you aren't listening.

Give client opportunity to ask questions about the session.