

MHS Remote Video Session (Telehealth) Treatment Guide

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1. Use of our HIPPA-Compliant Zoom Platform

Zoom is teleconferencing software widely used to facilitate communication including Telehealth in health care settings.

The version MHS uses is HIPPA-compliant, meaning Zoom protects participants' identities and data and that other people cannot join the password-coded sessions.

You can use Zoom on your computer or your smart phone.

1a. Preparing for Use of Zoom

To engage in Remote Video Sessions (Telehealth) at MHS, you have to do a few things ahead of time.

First, you will need to download the software on your computer and/or smartphone (choose the devices you will be using for sessions). You can download the software by using this link <https://zoom.us/download>. Simply click on it if you are accessing this document online, or type it into your browser if you have a paper copy of this document.

For the sessions to have limited disruptions, you will need a stable internet connection. Using Zoom through a data plan will expend a variable amount of data, but the average is one megabyte per minute. We therefore recommend using a wireless (or wired, if using a PC) network. Make sure that you have a stable wireless connection in advance. Do this by going to your phone's settings menu, tapping through to the wireless icon, and identifying and choosing your preferred network.

1b. Your First Zoom Meeting

Once you have completed your preparation, your therapist will send you an email with an invitation to participate in Zoom. This email will have a link to click and a meeting ID and

password. You will need to save this email, as you will be required to indicate your meeting ID whenever you enter therapy sessions.

To access your therapy sessions, do NOT need to create an account. Simply click the link, or hit “Join Meeting” on the app to begin your session. You will then enter the meeting ID password that is in the invitation email you saved.

1c. Making the Most of Your Remote Therapy Sessions

Remote Video Sessions might be a new experience for you, and you might have to do some problem solving to have the experience run smoothly. However, by following this complete guide and using your skills, we believe that you can have an effective therapy experience.

To do this, you need to find a quiet, comfortable, and confidential space where you can sit and mindfully attend to the sessions. Tell all other people in your household that this is your private therapy space and time and that you are unavailable during it, just like if you were at an in-person appointment.

We also recommend using earbuds or headphones so that therapy feedback and conversations can be well heard and private.

Further, we recommend that others in your household or that might share the internet connection log off during your Remote Therapy Session. Other people using the connection, especially if they are streaming video content (e.g., Netflix or Amazon) may cause preventable disruptions in your session.

1d. Keeping Your Session Confidential

MHS will not engage in any nonconsensual recording or observation. We ask that you also protect yourself and others by ensuring a private location, that you do not engage in internet activity that might include recording or streaming your session, and that you do not include

anyone in the session that is not explicitly disclosed at the beginning of the session and agreed to by your therapist.

1e. Zoom Links for More Information

Introduction to Zoom:

https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_policy=1

Getting Started Information Page:

<https://support.zoom.us/hc/en-us/categories/200101697>

Zoom Tutorial Videos:

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

2. Remote Video Session Program Structure and Flow

Remote video session programs follow the same treatment structure and agenda as our live program sessions: One session of skills training, one session of diary card check-in, and one session of group skills application and generalization (therapy time).

Note that early adolescent and adolescent programming has the following structure: One session of skills training and one session of skills application and generalization (therapy time).

2a. Skills Training Session: As with an in-person group, your therapist will teach from the skills manual from your program using a combination of the whiteboard screen sharing option, discussion via live and chat feedback, and experiential exercises.

To give or respond to feedback, please raise your hand or use the chat feature to minimize talking over one another. Your therapist may also directly ask for feedback from you or other clients.

2b. Diary Card Check-In: To be efficient, your therapist will direct the order of diary card check-in, ideally mixing up the order over program days. Share diary cards with the screen sharing option or read them aloud. To give feedback raise your hand and the therapist will call on you. Safety checks and therapy time is established during this session.

2c. Skills Application and Generalization (Therapy Time): To be efficient and to address treatment priorities, your therapist will direct the order of therapy time. As with the diary card check-in, raise your hand and have the therapist call on you for feedback.

2d. Important Notes

Note: In situations in which a client does not have the video feed (e.g., poor connection/streaming issues), the therapist will do frequent check-ins to solicit feedback. In this situation clients can also interject feedback during obvious pauses.

Note: There will continue to be break times between groups. Suggested break times are 5 to 10 minutes as directed by your therapist. Please be mindful to return to program on time.

Note: Scan or type behavior chains and email them to your therapist prior to the sessions. Therapists can elect to work through the chain verbally or use the screen share option.

3. Remote Session Etiquette

Remote sessions at MHS require the exact same etiquette as in-person sessions. In addition, you must set up and maintain your environment to make the experience an effective one for everyone involved. Please follow these guidelines:

- Establish a quiet, comfortable, and confidential space for your sessions. Make sure your space does not have the opportunity for others to see or hear the content. Similarly, make sure that your environment is distraction free. This also means, but is not limited to, silencing phones, not having children or animals in the room, and having a neutral background. Proactively set boundaries with others in your household to eliminate disruptions. We also recommend that you use headphones.
- Be five minutes early to the session (in the “waiting room”). Call your therapist if you will be late or are having tech problems.
- Keep your camera on with the exception of break times or having to turn it off due to tech difficulties. Have a neutral background without windows or bright light that would affect the picture. Mute your microphone when you are not speaking to minimize nonessential sound (this will take some practice).
- Make sure you are sitting (e.g., not in bed, lounging, or moving around) and facing the camera as if you are in a real conversation. If using a mobile device, prop it up to keep the frame steady.
- Present yourself with the level of hygiene and dress as is you are attending an in-person appointment in the community (e.g., avoid being disheveled, in pajamas, etc.).
- Be proactive about the tech support you may need from other people. Tech support from people in your household during program sessions is prohibited due to confidentiality.
- If you lose your connection, upon returning to the session, please be respectful of the current teaching or program member speaking. The therapist will return to you at the next opportunity. If you continue to have tech issues, then comment in chat instead of asking program members or the therapist to problem-solve.

- If you cannot reconnect, then call your therapist with that information.
- Any behavior that not allowed in an in-person session is not allowed in a remote session. These behaviors include, but are not limited to, being on the phone (other than using it for the session), engaging in distracting behaviors such as checking email, surfing the internet, or working on other activities, and behaviors such as eating, vaping, and smoking. This guideline also involves not leaving the session early or otherwise intentionally disconnecting from it.
- Please use your interpersonal skills in the same respectful manner as you would at an in-person session.

4. Remote Video Session (Telehealth) Guidelines and Consent

MHS offers the use of Remote Video Sessions (Telehealth) via HIPAA compliant Zoom with secure rooms accessed only with a password. The following expectations for the Remotes Video Therapy Option is an addendum to our other individual and program expectations.

4a. General Remote Video Therapy Decorum:

1. MHS considers Remote Video Therapy to operate like in-person services. Specifically, that means arriving to the appointment on time, staying the whole time, and actively participating in sessions.
2. Clients will participate in a distraction-free environment. As with in-person sessions, the use of a cell phone or engaging in any behaviors that detract from mindful participation is not allowed and will be treated as Therapy-Interfering Behavior (TIB). Repeated TIB may result in discharge from the Remote Video Therapy option.
3. Clients are to ensure that confidentiality is strictly guarded. This means that clients' set-up environments cannot allow others to see and/or hear the session intentionally or unintentionally. An intentional violation of confidentiality will result in discharge from the Remote Video Therapy option. An unintentional violation (as determined by the therapist) will be reviewed by the clinical team to determine if it will result in discharge from this option.
4. Deliberately disconnecting to leave the session (before the conclusion of the session) will be treated as Therapy Interfering Behavior (TIB) and may result in discharge from the Remote Session option (see also safety expectations below).
5. Clients will use their interpersonal skills in the same respectful manner as they would in in-person sessions.

4b. Safety Expectations:

1. All clients participating in the Remote Video Therapy option will provide their physical location details and make, model, and license number of their vehicle(s). In addition, clients receiving this option will provide landline and cell phone numbers. This information is required in the event of a safety concern that requires follow-up. If you connect for a session from a different or new location, you must inform your therapist ahead of the session.
2. All clients with safety issues will have an active safety plan, will cooperate with safety assessments, and will be clear about their safety related to suicidal ideation (SI) and urges. Clients who do not have a clear commitment to safety with suicidal ideation and urges by the end of the session will have the police and/or ambulance sent to their physical location and transported to the hospital for further evaluation.
3. Clients who deliberately disconnect during a safety assessment, intervention, or effort to obtain a safety commitment will have police and/or ambulance sent to their physical location and transported to the hospital. This behavior will result in discharge from the Remote Video Therapy Service option.
4. Clients who have technical difficulties or who get unintentionally disconnected will immediately call into his/her/their therapist to ensure safety.

4c. Consent to Follow Remote Video Session Guidelines and Safety

Expectations

MHS is pleased to offer the Remote Video Session option to clients who agree to and follow the expectations. Your signature indicates that you have read, understand, and will follow this agreement:

Client

Date

