

Telehealth is two way audio/video or audio only services that may be provided if the peer is choosing this type of contact or if there are barriers to in person services. Audio-only telehealth is only appropriate if there are barriers to technology and video/audio is unavailable. Telehealth is NEVER provided at the choice or convenience of the staff. Peers may opt into in person services at any time.

Peers will be asked to give verbal consent to receive telehealth services at every telehealth appointment.

Guidelines for Telehealth Services:

Peers

Peers are asked that they prepare for the telehealth appointment as if they were having an in person appointment with the following:

- 1) Ensure video or telephone equipment is working properly
- 2) Be available on time
- 3) Dress as if you are meeting in person
- 4) Be seated in a private location, preventing interruptions and distractions such as from children or other family members, visitors in the household and from other communication or bandwidth reducing services

Staff have the right to end the telehealth visit if they are uncomfortable with any behaviors witnessed during the visit.

Employees

Employees are asked that they prepare for the telehealth appointment as if they were conducting the appointment in person with the following:

Environment

1. Ensure environment (background) is devoid of distracting images
2. Ensure environment is devoid of distracting sounds
3. Ensure video equipment, telephone equipment is charged, adequately powered and ready for use

Appearance/behavior

1. Ensure that you appear on screen as you would in person: professionally dressed
2. Avoid wearing distracting jewelry
3. Avoid grooming, primping while on screen
4. Behave as if you were present with the peer. If you would not be conducting the behavior in front of the Peer, then you should not be conducting the behavior during the telehealth visit
5. Confirm if the peer can see/hear you
6. Make good eye contact, use reflexive statements, demonstrate empathy
7. Ensure that no conversation/commentary is being held during transitions (e.g. when hanging up or disconnecting from the Peer) with an "open mic."