

Telehealth Progress Notes for Intensive in-Community Providers (IIC) and Intensive In-Home Providers (IIH)

Summary

This overview describes Progress Note Types to identify when telehealth options are used in practice.

Telehealth Progress Notes for Providers

Three progress note types will be available in CYBER for all providers*. The three telehealth progress note types are:

Progress Note Notation Types	Definition
Telehealth - Audiovisual	Use this progress note type if a typical face-to-face service is delivered by means of <u>both</u> video and audio technology. This note indicates that a provider interacted with the youth and/or family during service session through visual and auditory communication. <u>Examples:</u> Technology platforms may include videoconferencing applications such as (but not limited to) Skype and Zoom
Telehealth - Audio Only	Use this progress note type if a typical face-to-face service is delivered by means of audio communication only. This note indicates that a provider interacted with the youth and/or family during service session through auditory communication only. <u>Example:</u> Telephonic contact
Telehealth - Support Activity	Use this progress note type to document collateral or other service support activity outside of the actual telehealth service delivery itself. <u>Examples:</u> Text messaging, paperwork dropped off, etc.

*AHH, FSS, OAS and SUT will not be able to view or create these progress notation types.

Instructions on Use of Telehealth Progress Notes:

Providers should continue to utilize their existing progress note types to enter necessary documentation. If the service provided is typically a billable face-to-face service and is provided instead via telehealth, a second progress note is necessary to verify the method of service delivery. This information is necessary to help CSOC obtain important service delivery information and support current provider service delivery method. Non-face-to-face contacts routinely conducted by telephone and other relevant activities should be documented within existing progress note types in line with standard practice.

IIC Examples: An IIC Clinician is documenting an IIC therapeutic session, which occurred via Audiovisual Telehealth:

- 1) The IIC clinician would document the outcome of the therapeutic session within their Intensive in-Community progress note as they do in current practice. The elements of this progress note type would not change.
- 2) The IIC Clinician would enter a second progress note “Telehealth-Audiovisual” advising that the session took place on MM/DD/YYYY via Zoom and to refer to CSA progress note dated xx-xx-xxxx for service details. Entry of duration is not required, and no note subtypes are available for telehealth progress note types.

IIH Examples: An IIH Clinician is documenting a session, which occurred via Audiovisual Telehealth:

- 1) The IIH Clinician would document the outcome of their session within their BCBA / BCaBA / Behavioral Technician Weekly Summary progress note as they do in current practice. The elements of this progress note type would not change.
- 2) The IIH Clinician would enter a second progress note “Telehealth-Audiovisual” advising that the session took place on MM/DD/YYYY via Zoom and to refer to the Weekly Summary progress note dated MM/DD/YYYY for service details. Entry of duration is not required, and no note subtypes are available for telehealth progress note types.

IIC/IIH Example no telehealth needed: An IIC or IIH Clinician is documenting a phone call to CMO:

- 1) IIC or IIH would document the details of the phone call to CMO within the appropriate progress note as they do in current practice. The elements of this progress note type would not change. No telehealth note is needed.

Assistance

If you require assistance or have any issues with this release, please contact PerformCare at **1-877-652-7624**.