

Telehealth Overview for Mobile Response Stabilization Services

Summary

This overview describes CYBER Release 1.44.18.0 regarding enhancements to Progress Note Types and Crisis Tracking Form Call Outcome options to identify when telehealth options are used in practice.

New Call Outcomes for the Crisis Tracking Form

New Call Outcome options will be added to the menu of choices in the Crisis Tracking Form used by Mobile Response Providers.

The screenshot displays the 'Enter a New Crisis Form...' window with the 'CRISIS TRACKING' section. The 'Call Outcome' dropdown menu is highlighted with a red box, and a red arrow points to the expanded list of options. The options include: REFUSE, STAB, CMSTAB, CANCEL, CRIBED, JFPETIT, OHPETIT, FLOUP, TRANSC, Telehealth A/V STAB, Telehealth A/V CMSTAB, Telehealth AO STAB, Telehealth AO CMSTAB, Telehealth TRANSC, and Telehealth LAENF.

The following **Call Outcomes** should be used if the clinician is using videoconferencing applications such as (but not limited to) **Skype** and **Zoom** to **visually observe** the youth during the service:

- **Telehealth A/V STAB: Audio/Visual Response Crisis Stabilized Services** - Intervention completed through telehealth (audio/visual) and family/youth will be receiving only initial 72 hours of services
- **Telehealth A/V CMSTAB: Audio/Visual Response Community Stabilized Services** - Intervention completed through telehealth (**audio/visual**) and family/youth will be receiving up to 8 weeks of stabilization
- **Telehealth AO STAB: Audio Only Response Crisis Stabilized** - Intervention completed through telehealth (**audio**) and family/youth will be receiving only initial 72 hours of services
- **Telehealth AO CMSTAB: Audio Only Response Community Stabilized Services** - Intervention completed through telehealth (**audio**) and family/youth will be receiving up to 8 weeks of stabilization management by MRSS team
- **Telehealth TRANSC: Transfer to Screening** - During a telehealth intervention, the youth was referred for Psychiatric Emergency Services.
- **Telehealth LAENF: Referred to Law Enforcement** - During a telehealth intervention, the youth required referral to law enforcement.

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	<p>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.</p> <p><u>Examples:</u> Technology platforms may include videoconferencing applications such as (but not limited to) Skype and Zoom.</p>
Telehealth - Audio Only	<p>Use this progress note type if a typical face-to-face service was 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.</p> <p><u>Example:</u> Telephonic contact</p>
Telehealth - Support Activity	<p>Use this progress note type to document collateral or other service support activity outside of the actual telehealth service delivery itself.</p> <p><u>Examples:</u> Text messaging, paperwork dropped off, etc.</p>

*AHH, FSS, OAS and SAB 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.

Example: An MRSS Crisis Intervention Specialist is documenting the outcome of an Initial MRSS dispatch, which occurred via Audiovisual Telehealth:

- 1) MRSS Crisis Intervention Specialist would document the outcome of their MRSS dispatch within their Initial Crisis Response progress note as they do in current practice. The elements of this progress note type would not change.
- 2) MRSS Crisis Intervention Specialist would enter a second progress note “Telehealth-Audiovisual” advising that the MRSS dispatch took place on xx-xx-xx via Zoom and to refer to Initial Crisis Response 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.

Assistance

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