

Telehealth Psychiatric Encounter - UM Health Care

TITLE: Telehealth Psychiatric Encounter

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APPROVALS:

_____ Bruce Horwitz, PhD, Dept. of Psychiatry

_____ Karen Edison, MTN Medical Director

_____ Rachel Mutrux, Director of Telehealth

Appropriate Patient and Type of Encounter

Initial Psychiatric evaluation. Psychiatric conditions. Medication follow-ups. Other patients who, in the opinion of their physician, can receive follow up exams via the Telehealth system or have been referred by their primary care physician for a condition appropriate to be seen by a specialist through the use of the Telehealth system.

Referral and Scheduling Process

Adult Telepsychiatry appointments are made by calling MU Dept of Psychiatry at (573) 884-3365

Child Telepsychiatry appointments are made by calling MU Behavioral Health (Youth) Services at (573) 882-8008.

Pre-examination

Written documents

- Once an appointment is obtained, either the patient, the referring physician, or the remote site Telehealth coordinator will FAX to the hub provider site patient registration information, to include: name, address, phone numbers, SS#, DOB, current insurance, referring physician, prior diagnosis related to this encounter, all current medications and doses and any other pertinent information needed for chart.
- Remote site Telehealth coordinator will obtain the appropriate participation consent forms (Adult or Minor) immediately prior to the first Telehealth encounter per patient. Additional consent forms are not required for subsequent visits, but encounters cannot proceed without a signed consent on file. A copy of the consent form will be kept in patient's chart, and the original sent to the MTN office at:

2401 Lemone Ind. Blvd., DC345.00
Columbia, MO 65212

Tests/procedures

The referral site will furnish copies of any past psychiatric tests administered by other health care professionals pertinent to this condition to the hub/provider for the chart.

Room preparation

- To connect the Telehealth system, either site initiates the call using the Polycom address book and the other site simply answers the call.
- Microphone(s) are highly sensitive and therefore the only consideration is placing the microphone(s) away from the monitor's speakers.
- For psychiatric or behavioral health encounters it is suggested that Picture in Picture (PIP) is turned off on the remote (patient) end by placing the Polycom remote face up on the table and away from the patient.
- Verify that the patient can see and hear the provider.
- The PIP feature is activated, if necessary, by simply picking up the Polycom remote or placing it on its side. (Note: The remote's infrared transmitter window must be facing the Polycom unit on the TV.)

Patient preparation

- Site coordinator at patient site will explain to patients participating in their first Telehealth encounter how Telehealth encounters take place, including that this system is confidential and only the health care professionals attending this appointment and patient can see and hear this session. Return patients should be reminded of this.
- Remote site coordinator or other health care professional at patient site may be asked to get height, weight and vital signs on patient.
- Site coordinator or other health care professional responsible for the patient will bring the patient's chart to the Telehealth encounter in order to provide any needed information.
- Remote site coordinator or other health care professional responsible for the patient will stay with patient during the Telehealth visit to operate the Telehealth system, assist the patient as needed, to present any additional information the

provider physician at the hub site may need and take any orders given by provider physician at hub site.

Examination

Equipment

No special equipment other than the basic video conferencing equipment is required for psychiatric or behavioral health visits. Cameras at the patient site should be set as per physician instructions, usually zoomed at the appropriate distance to show the entire physical presence of all participants in the room, and still allow clear observation of facial expressions. Cameras at the physician site should be set as per physician instructions.

Activities

Observation of patient's behavior and actions. Interactive conversation with both patient and others present in the room at the patient site (counselors, health care professionals, family members, etc.).

Post-examination

Patient instructions

Provider physician will tell patient if and when they are to schedule a return visit, either via Telehealth or in person. The remote site coordinator or other health care professional responsible for the patient will note this to chart and coordinate with the Telehealth office and hub site scheduling office to reschedule.

Evaluation forms

The site coordinator may ask a sample of patients to complete the "patient questionnaire". Provider at hub site will be asked to complete "Office Staff" form. The site coordinator at the patient site will return all completed forms (fax or mail) within five working days to the MTN office at:

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