



PARTNERS
Improving Lives.
Strengthening Communities.

Provider Tip Sheet #3

Technology Based Services during COVID-19

Considerations for Administrators

For behavioral health providers continuity of care for vulnerable populations is of paramount importance. The stress of social distancing, significant and rapid change in daily routines, anxiety about safety, and a reduction in access to typical coping mechanisms likely will exacerbate mental health issues. Therefore, access to services remains a priority. For those providers and members who are not familiar and accustomed to telehealth, teletherapy, or other online based services, the learning curve can feel steep.

Considerations for Staff

- 1) How will sanitation of hardware be conducted for communally accessible equipment such as earphones and computers?
- 2) What is the current proficiency of staff with technology? Can they demonstrate competency?
- 3) Consider sessions for staff regarding compliance, telehealth best practices, trouble shooting, assessing and evaluating client responses via online methods, adapting interventions to online delivery.

Considerations for conformance to CARF standards related to delivering services via technology

Considerations & Procedures:

- Hygiene when services are delivered via a portal that is accessible by more than one person
- Trouble shooting technology glitches
- Incorporation into technology plan, accessibility plan, and performance management
- How education will be conducted for staff and clients
- Protocols for monitoring and support in real time
- Security of technology used
- Privacy on both ends of tele-session