



TIPS FOR CONDUCTING TELEHEALTH CONSULTATION

Pre-service considerations:

- Select a video conferencing platform
 - Consider HIPAA compliance and secure file sharing
 - ✓ [Enforcement Discretion for Telehealth During COVID-19 Emergency](#)
- Check with insurers/payors
 - Confirm funders that approve of telehealth service delivery and in what capacity
 - ✓ Billing codes/modifiers may need to be adjusted or added to your records
 - If private pay, determine rates for services
- Determine cancellation policies
 - Policies to consider:
 - ✓ Advance notice (i.e. before 24 hours)
 - ✓ Within 24 hours
 - ✓ No-shows
- Determine general guidelines for session format
 - Billable vs nonbillable tasks
 - Common topics during session may include:
 - ✓ IEP preparation and goals
 - ✓ Behavior challenges
 - ✓ How to effectively teach at home
 - ✓ Collaborating with other providers
 - ✓ Clinical questions
 - ✓ Referrals (important-help parents understand what would be considered a reputable source, but do not suggest specific providers)
- Execute new contracts (if applicable, due to changes in service delivery)
- Confirm new availability for parent/client
 - It is recommended to determine regularly scheduled, ongoing sessions

Session format considerations:

Pre-session Preparation

- Open client profile to review applicable files/programming
- Check communication to see if parent has emailed/called with specific questions or agenda items
- Access any documents/materials you will need to have accessible during session
- Set agenda for meeting
 - What topics/skills/content areas do you want to cover?



- What do you need to review from previous sessions? (if applicable)
- What goals do you have for the parent/client?
- Are you leaving them with any homework?

Initial Session

- Introductions
 - Build rapport
 - Gather info on client (if applicable)
 - Learn main goals for parents/clients (if applicable)
- Review expectations of sessions
 - Who should be present
 - Structure of session
 - Engagement/participation
 - Homework outside of sessions
 - Mandated Reporting (if applicable)
 - Rescheduling/cancellation policies
- *RETHINK USERS*: orient parent/caregiver to the Rethink portal
 - Where to access file sharing
 - Viewing skill acquisition programming and behavior support
 - How to access resources, webinars, and trainings
 - Viewing and verifying appointments
- End of session
 - Schedule ongoing meetings if possible (establish routine)
 - Discuss next meeting goals and agenda
 - Complete session note and provide copy to parent

Subsequent sessions

- Check in with parent for updates/agenda items they want to focus on
- Follow agenda for session, and adapt accordingly to parent agenda if needed
 - Things to consider
 - ✓ Length of session and number of goals/topic areas to address
 - ✓ Routine for session: schedule-based (for more structured family interactions) or activity-based (for families who have difficulty adhering to a routine)?
- End of session
 - Provide feedback/summary from session
 - Discuss goals between sessions/assign homework (if applicable)
 - Discuss agenda for and confirm next session
 - Complete session note and any other documents from current session
 - Provide parents with copy of any documents, including session note



Additional Tips:

- Consultants should operate within the most updated Guidelines of Responsible Conduct for Behavior Analysts and the Professional Disciplinary and Ethical Standards and the Professional and Ethical Compliance Code for Behavior Analysts.
 - https://www.bacb.com/wp-content/uploads/BACB-Compliance-Code-english_190318.pdf

- Consultants should refrain from giving diagnoses or opinions about possible diagnoses. When a diagnosis is in question, the consultant can encourage parents to continue working with their pediatrician about their concerns.

- Mandated Reporters: Please review your state requirements regarding reporting child abuse and follow that protocol accordingly. In addition to following the prescribed reporting procedure you will want to contact your supervisor (if applicable), typically within 12 hours of reporting the suspected abuse or neglect. Reporting suspicions to your supervisor does not recuse you from reporting directly to the child welfare authority.
 - <https://www.childwelfare.gov/topics/responding/>