

DEACONESS HOSPITAL INC.
Evansville, Indiana

Deaconess CrossPointe

Policy and Procedure No: 70-16

TeleMental Health Assessments

- I. **SCOPE:** This policy and procedure applies to the system entities in which Deaconess has 50% or greater ownership including but not limited to those marked below:

	Deaconess Health System, Inc
X	Deaconess Hospital, Inc.
	Deaconess Clinic, Inc.
X	Deaconess Women's Hospital of Southern Indiana, LLC d/b/a The Women's Hospital
	Deaconess Care Integration, LLC
	DCI Commercial ACO, LLC
	One Care, LLC
	Deaconess Regional Healthcare Services Illinois
	Deaconess Regional Healthcare Network Illinois, LLC,
	Transcare Medical Transport and Logistics, Inc.
	Deaconess Specialty Physicians, Inc.
	Deaconess VNA Plus, LLC
	Deaconess Health Plans, LLC
	Progressive Health of Indiana, LLC
	Tri-State Radiation Oncology Centers, LLC
	Mainspring Managers, LLC
	VascMed, LLC
	OrthoAlign, LLC
	Evansville Surgery Center Associates, LLC
	Deaconess Health Kentucky, Inc
	Healthcare Resource Solutions, LLC
X	Deaconess Henderson Hospital
X	Deaconess Union Co. Hospital
X	Gibson General Hospital, Inc

- II. **PURPOSE:** The purpose of this policy is to provide guidance and information relative to the purpose and use of telehealth, referred to as Telemental Health, equipment for completing **CARE Team assessments.**
- III. **DEFINITIONS:** THIS SECTION INTENTIONALLY LEFT BLANK. ?
- IV. **POLICY:** It is the policy that the standard of care delivered via **Telemental Health will be equivalent to the face-to-face assessment.** This includes clinical practice and privacy and confidentiality standards.
- V. **RESPONSIBILITIES:**
- A. It is the responsibility of the Department Manager and CARE Team to ensure the staff has the necessary education, training and orientation to possess the necessary competencies for the use of Telemental Health equipment.

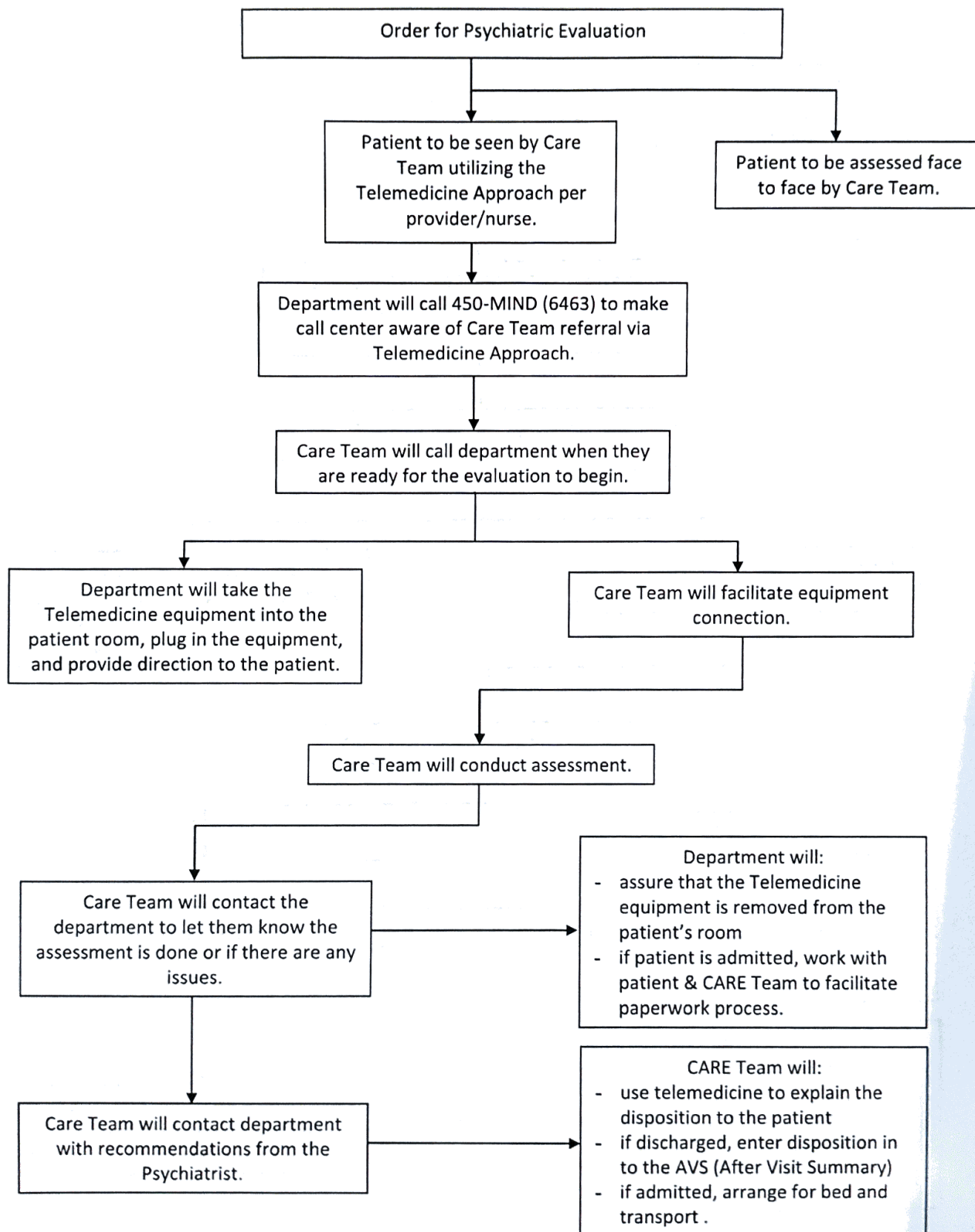
1. Mutual agreement between departments and facilities is necessary to establish specific protocols for the inclusion/exclusion criteria for use of Telemental Health Assessments and the specific roles of department staff and CARE Team. (See Exhibits A1 & A2)
- B. It is the responsibility of the DHS Information Systems (IS) or contracted IS Departments to ensure the equipment is installed and maintained in proper order to maintain effective utilization of the equipment in an efficient and confidential manner.
 1. The equipment and process is designed to maintain the patient's privacy and confidentiality.
- C. It is the responsibility of the Department Manager and CARE Team to monitor the effectiveness of Telemental Health Assessments and identify quality improvement opportunities based upon performance indicators.
- D. It is the responsibility of DCP's Chief Administrative Officer to ensure compliance with regulatory, organizational and/or accrediting requirements.
- E. It is the responsibility of DCP's CARE Team Manager or designee to communicate to the department staff if the use of Telemental Health Assessments is not available due to equipment malfunction or other issues.

VI. PROCEDURE:

- A. IS will install the equipment and monitor the functionality of the equipment upon request from the user.
- B. Clinical staff will demonstrate competency of the use of the equipment based upon the scope of his/her duties.
- C. The provider will determine the need for a mental health assessment by CARE Team.
- D. The provider will evaluate the patient's presenting behaviors and symptoms to determine the method of completion, i.e. Telemental Health or face-to-face. (See Exhibit A1 & A2)
 1. Telemental Health Assessment is appropriate for a patient who is deemed safe to be in a patient care room without constant supervision.
 2. The patient/legal guardian who refuses to have the assessment via telehealth will be provided options by the department staff, such as, face-to-face assessment, phone assessment, or next business day assessment.
- E. The staff will explain to the patient the request for a CARE Team assessment and explain the use of Telemental Health Assessments for the patient deemed appropriate.
- F. The staff will notify CARE Team via established procedure.
- G. The staff will set up the telehealth equipment and review with the patient the process.
- H. The CARE Team staff will complete the assessment utilizing established procedure and processes.
 1. The CARE Team staff will monitor the patient's behavior and response to the use of the Telemental Health equipment.

2. The CARE Team will contact the nurse immediately to terminate the use of the Telemental Health assessment at any point during the assessment the CARE Team staff deems it unwise to continue.
 3. If Telemental Health assessment cannot be completed, the CARE Team staff will facilitate the completion of the assessment.
- I. CARE Team will triage with the psychiatrist and work with the patient and staff regarding disposition per established procedures.
 1. CARE Team will notify the provider of the recommended plan of care.
 - J. Documentation of the assessment will follow established protocol and will include the method of the assessment.
 - K.
 1. CARE Team will include the Disposition information in the After Visit Summary (AVS) in EPIC.
- VII. OPTIONAL SECTION: THIS SECTION INTENTIONALLY LEFT BLANK.
- VIII. AUTHORITY:
- A. Policy Owner: CAO at Deaconess Cross Pointe
 - B. Coordinate with: N/A
- IX. REFERENCES: THIS SECTION INTENTIONALLY LEFT BLANK.

Carrie Morton
Deaconess Health System VP

DHS In-House TeleMental Health Assessment Flow Chart

Outlier Facility Contracted TeleMental Health Assessment Flow Chart