

## 1904.0 Telemental Health Psychotherapy & Counseling Service Delivery

### 1904.1 Policy Approval Clearance Record

<input type="checkbox"/> Rural Services Policy	This policy supersedes: N/A	Number of pages in Policy: 16
<input checked="" type="checkbox"/> Rural Clinics		
<input type="checkbox"/> Rural Regional Center		
Review by Representative from the Office of the Attorney General: n/a	Date: n/a	Date Policy Effective: 8/24/12
Rural Services Director Approval Signature: <i>Barbara Legier</i>	Date: 8/24/12	Policy Lead: Daniel F. Gunnarson, Ph.D.

### 1904.2 Statement of Purpose

**1904.2.1 Policy Statement:** It is a priority of MHDS to provide timely and effective mental health services to individuals living in rural and frontier areas of the State. This policy delineates the criteria and procedures for utilizing videoconferencing technology to decrease barriers to psychotherapy and counseling service delivery in rural and frontier Mental Health Centers.

**1904.2.2 Purpose:** The purpose of this policy is to provide Rural Services-Mental Health (RS-MH) Center clinical staff with standardized procedures for the use of videoconferencing technology in conducting psychotherapy and counseling services, and to provide a standardized orientation procedure for consumers participating in this service.

### 1904.3 Authority

Federal Department of Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services (CMHS)  
Health Insurance Portability & Accountability Act (HIPAA)  
Division Policy 4.040  
Rural Clinics Policy 1109.0

### 1904.4 Unique Definitions and Acronyms

#### 1904.4.1 Refer to Standard Definitions Policy

**1904.4.2 Distant Site:** location of the Qualified Mental Healthcare Professional providing the mental health service (i.e., the treating therapist) at the time the service is provided via audio, video and data telecommunications.

**1904.4.3 Originating Site:** location of the consumer receiving mental health care services at the time the service is being provided by the Qualified Mental Healthcare Provider via audio, video and data telecommunications.

**1904.4.4 Other Health Care Provider:** other staff and designated contract providers that are trained to assist clients and treating therapists in using videoconferencing technology. Other Health Care Providers include: Nevada licensed or certified health care professionals (e.g., LCSWs, MFTs, LPCs, CPCs, Licensed Psychologists, Psychological Assistants, APNs, RNs), Mental Health Technicians, Psychiatric Case Workers, or Resource Specialists.

**1904.4.5 Qualified Mental Healthcare Professional (QMHP):** a Nevada licensed or certified mental healthcare professional.

**1904.4.5 Telemental Health:** (also known as Telemedicine, Telehealth Services, or Distance Therapy) the use of point-to-point videoconferencing equipment for the provision of mental health care to individuals in communities or locations that are underserved,

typically as a result of geographic isolation. Telemental Health services encompass diagnosis, consultation, treatment, discharge planning and the transfer of medical data through interactive video communication that occurs in real-time with the consumer physically present at the Originating Site. For the purpose of the delivery of mental health services via Telemental Health, this service delivery method is considered a face-to-face, "in person" encounter between the QMHP and the consumer. It is to be provided through the PC-based Telemedicine videoconferencing system.

## **1904.5 Procedures**

- 1904.5.1** Telemental Health services are limited to mental health diagnostic interview/comprehensive assessment, crisis intervention, behavioral health screening, consultation, treatment, and discharge planning conducted via interactive video communication in real-time and comprised of audio, visual and data communication between the Distant Site and Originating Site. Telephone conversations not intended to deliver one of the services listed above (e.g., appointment scheduling) will not be considered Telemental Health.
- 1904.5.2** All Telemental Health treating therapists, including psychologists, psychological assistants, advanced practice nurses, social workers and professional counselors must be licensed or a certified QMHP in Nevada and, if required, be authorized by their licensing or certification board to practice Telemental Health in the State of Nevada. Prior to participating in Telemental Health, it is the treating therapist's responsibility to confirm that Telemental Health practice is allowed by their board and provide verification to Rural Services.
- 1904.5.3** Before initiating Telemental Health services, the Originating Site treatment team, Distant Site treating therapist, and the consumer and/or their legal guardian will meet in person, if feasible, or via videoconferencing to discuss its potential risks and benefits in order to determine whether or not Telemental Health is suitable for the consumer. Various factors such as a consumer's functionality; risk of harm to self, others, or property; coping skills; and familiarity with computer technology; and the physical location of the telemedicine equipment are to be considered. The most appropriate QMHP (i.e., an Originating Site QMHP, a designated Contracted Clinical Staff, or the Distant Site treating therapist) to conduct a Comprehensive Assessment/Intake (if needed) and/or to author the initial and updated Treatment Plans, and to serve as the consumer's primary clinician also will be determined at this meeting. Upon deciding to participate in Telemental Health, a written consent is obtained from the consumer, or their legal guardian, via the Consent for Telemental Health Services (Attachment A). A standard Release of Information form allowing use of a translator for non-English speaking consumers also is obtained, if needed. If Telemental Health is not determined to be appropriate, or is declined by the consumer or their legal guardian, the Originating Site treatment team will explore alternative treatment options with the consumer and/or their legal guardian.
- 1904.5.4** At least one work day prior to the date of each Telemental Health appointment, designated Originating Site staff and the Distant Site treating therapist ensure that the treating therapist has access to any non-electronically available assessments or other reports that the treating therapist deems helpful (e.g., Psychological Testing reports, Individual Service Plan). It is the treating therapist's responsibility to request desired documents and the designated Originating Site staff person's responsibility to ascertain if they are available and to provide them to the treating therapist via faxed or scanned copies.
- 1904.5.5** At least 15 minutes prior to each Telemental Health session, the Originating Site assisting \*\*Other Health Care Provider:
- A.** Verifies that a Consent for Telemental Health Services form is on file.
  - B.** Reviews the purpose and procedures of Telemental Health service delivery with the consumer/guardian.

- C. Prior to each of the first three Telemental Health sessions, reminds the consumer and/or their legal guardian that they may revoke their consent at any time and asks if they remain willing to receive Telemental Health services. If the consumer or legal guardian chooses to revoke the consent, the assisting Other Health Care Provider receiving the revocation is responsible for notifying the Distant Site treating therapist of this decision and cancelling the session (if the consumer or their legal guardian requests cancellation), and for notifying the consumer's Originating Site treatment team of the cancellation. The Originating Site assisting Other Health Care Provider documents the revocation and notifications in a progress note in the consumer's electronic medical record.
- D. Reviews with the consumer/guardian the use of the Telemental Health equipment.
- E. Answers all consumer/guardian questions regarding the videoconferencing technology.
- F. Assists the consumer/guardian in activating the equipment and completing any pre-session assessments or other paperwork (e.g. Outcome Rating Scale, Burns Brief Mood Survey).
- G. Reminds the consumer/guardian that he/she is available for assistance during the session, then leaves the office for the duration of the session but remains in line of sight of the office door, or is otherwise able to monitor whether the client exits or someone else enters the office in which the videoconferencing equipment is located, for consumer and Center security.

\*\*In the event that no Other Health Care Provider is available to assist the consumer at the Originating Site, the Telemental Health session must be cancelled and rescheduled.

**1904.5.6** At the end of each Telemental Health session the following are completed:

- A. At the Originating Site, the Telemental Health Consumer Satisfaction Survey (Attachment B) is presented by the assisting Other Health Care Provider and a request for its completion is made to the consumer/guardian. If the consumer/guardian indicates dissatisfaction with Telemental Health and/or endorses no longer wishing to participate in this mode of treatment, the assisting Other Health Care Provider will inform the Originating Site treatment team and Distant Site treating therapist who will address the consumer's/guardian's dissatisfactions and treatment options via a face-to-face or videoconference case conference to include the consumer and/or their legal guardian. Once the options to Telemental Health have been identified and agreed upon by the consumer and/or their legal guardian, and his/her Originating Site treatment team, the responsible Originating Site QMHP or Distant Site treating therapist facilitates the agreed upon change by updating the consumer's Originating Site Treatment Plan and facilitating scheduling of relevant appointments.
- B. Completed Telemental Health Consumer Satisfaction Surveys are to be filed by the assisting Other Health Care Provider in the Clinical Notes section of the consumer's Originating Site hard copy medical record
- C. The Originating Site assisting Other Health Care provider collects and files any post-session assessments or paperwork (e.g. Session Rating Scale, homework documents) and assists the consumer/guardian in scheduling the next Telemental Health session with the treating therapist.
- D. A DAP progress note is completed in the consumer's electronic medical record by the treating therapist and any other staff, if needed.

**1904.5.7** Telemental Health appointments must be scheduled in the electronic medical record system for the appropriate duration as determined by the treating therapist and in

accordance with the videoconferencing equipment availability and reservations procedures of the Originating Site and Distant Site.

- 1904.5.8** Employees are responsible for safeguarding their password protected Telemental Health computer access. Each employee understands that his/her password is their sole responsibility and is not to be disclosed. Each employee will be responsible for all activity conducted under his/her user registration and therefore must oversee the use of the equipment during a Telemental Health session.
- 1904.5.9** The consumer has access to all transmitted medical information, with the exception of live interaction video. No session is recorded so there is no stored video of the session. The only documentation of a session is the treating therapist's progress note in the consumer's electronic medical record, or an Other Health Care Provider's progress note in the consumer's electronic medical record as needed.
- 1904.5.10** QMHPs providing mental health care services via Telemental Health will be held to the same standards of care as required for face-to-face service provision. A significant component of this standard of care includes timely response to crisis situations, including Legal 2000s, and referrals for medical evaluations or other service needs a consumer may indicate during a Telemental Health session. Originating and Distant Site treatment team members are to collaborate on identifying and linking consumers to pertinent referral sources.

In the event a Telemental Health consumer reports acute suicidality or homicidal intent, or other criteria indicating possible Legal 2000 status or any other emergent condition to the Distant Site treating therapist, the treating therapist will immediately contact the Originating Site via telephone and ensure the Originating Site assisting Other Health Care Provider is alerted to the consumer's status. Immediately upon such notification, the assisting Other Health Care Provider is to interrupt the Telemental Health session and, if authorized to do so under State statute, conduct a face-to-face risk assessment with the consumer to determine the need for involuntary hospitalization, or an alternate crisis intervention plan. If the assisting Other Health Care Provider is not authorized to initiate Legal 2000s, he/she is to remain with the consumer and obtain the assistance of a QMHP that is authorized to do so. Documentation of any such events is to follow standard policies and procedures.

To further ensure the Distant Site treating therapist can respond to emergent situations, the Originating Site will provide the treating therapist with contact information for their local Sheriff's Department dispatcher prior to initiating Telemental Health services. It is the treating therapist's responsibility to maintain a list of emergency contact phone numbers for each consumer they serve via Telemental Health. In the absence of specific emergency resources, the treating therapist is to use the 911 emergency system.

- 1904.5.11** The Telemental Health videoconferencing network will meet all technical and confidentiality standards as required by State and Federal law to ensure quality of care. When services cannot be provided by videoconferencing due to equipment failure or other events, the Originating Site assisting Other Health Care Provider and the Distant Site treating therapist will collaborate to conduct the scheduled therapy session by telephone, if clinically appropriate, or to re-schedule the session for the next available Telemental Health appointment slot. See Attachment C for the checklist to be used when technical problems occur.
- 1904.5.12 Documentation**
- A.** Required documenters include designated Originating Site and Distant Site staff, or designated Contracted Clinical Staff who coordinate or provide Telemental Health therapy services. All Progress Notes and other documentation will be completed in the consumer's electronic medical record within one work day from the time of a consumer's Telemental Health appointment. A draft Treatment Plan that prescribes participation in Telemental Health will be completed by a designated Originating Site

QMHP, a designated Contracted Clinical Staff, or the Distant Site treating therapist prior to initiating this service. Non-electronic documentation required in preparation for services by the therapist providing Telemental Health will be interdepartmentally mailed, faxed, or scanned and emailed as a secure attachment by the Originating Site to the Distant Site no later than one work day prior to the appointment. The following documentation elements are required:

1. **Comprehensive Assessments** (Intakes) will be completed, if needed, and filed in the consumer's electronic medical record by a Rural Services QMHP or a designated Contracted Clinical Staff at the Originating Site, or by the Distant Site treating therapist as determined most appropriate in the initial meeting for determining participation in Telemental Health per **1904.5.3**.
2. **A draft Treatment Plan** prescribing participation in Telemental Health must be completed in the consumer's electronic medical record by a designated Originating Site Rural Services QMHP or designated Contracted Clinical Staff, or by the Distant Site treating therapist as determined most appropriate in the initial meeting for determining participation in Telemental Health per **1904.5.3**. prior to initiating this service and be updated by the plan author every 90 days. Telemental Health participation will be documented in the Services tab of the consumer's electronic medical record Treatment Plan template.

During the 1<sup>st</sup> Telemental Health videoconference session, the client/guardian, Treatment Plan author, and Distant Site treating therapist will review the draft Treatment Plan and identify any desired changes. The Treatment Plan author will make changes, if needed, then finalize and submit the Treatment Plan in the consumer's electronic medical record. To obtain consumer/guardian, Originating Site treatment team, and Distant Site treating therapist signatures, a hard copy of the electronic Treatment Plan will be printed out by a designated staff at the Originating Site. The relevant Originating Site staff and consumer will sign the hard copy's signature page. A designated Originating Site staff will then fax, or email a scanned copy of the signed signature page via secure email to the treating therapist to sign and fax, or scan and secure email back to the Originating Site for filing in the client's hard copy medical record. The Distant Site treating therapist will then shred the signature page copy. This procedure will be repeated at each subsequent 90 day review.

3. **Consent for Telemental Health Services (Attachment A)** must be signed by the consumer or their legal guardian at the time of the initial or updated Treatment Plan that prescribes this service. It will be filed on the top of the right side of the first section of the client's hard copy medical record at the Originating Site.

### 1904.5.13 Timelines

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Pre-session consumer records (e.g., consent forms, ROIs, assessments, medication list)	One work day prior to 1st Telemental Health session	Entry into Telemental Health service	Designated Originating Site staff or Contracted Clinical Staff & Distant Site treating therapist	Interdepartmental Mail/fax/scan requested client medical records to Distant Site treating therapist

Requirement	Deadline	Starting Date	Responsible Party	Actions to be Taken
Follow up progress notes	One working day after a session	Most recent session	Treating therapist, other staff as needed	Electronic medical record documentation
Treatment Plan completion	Prior to initiation of Telemental Health services	Intake session	Designated Originating Site staff or Contracted Clinical Staff or Distant Site treating therapist	Electronic medical record documentation & interdepartmental mailing, faxing or scanning of hard copy Treatment Plan signature page to Distant Site Telemental Health therapist for signature & return mail, fax or scan to Originating Site for filing in client hard copy medical record

#### 1904.5.14 Documentation

##### A. Case File Documentation (paper):

File Location	Data Required
Originating Site	Treatment Plan signed by consumer & treatment team, to include Distant Site therapist
Originating Site	Consent For Telemental Health Services signed by consumer
Originating Site	Telemental Health Consumer Satisfaction Surveys completed by consumer

##### B. AVATAR Documentation (electronic medical record):

Applicable Screen	Data Required
Outpatient Screening Episode	Comprehensive Assessment (Intake)
Outpatient Counseling Episode	Initial & updated Treatment Plan
Outpatient Counseling Episode	DAP Progress Notes & other as needed documentation

**1904.5.15 Supervisory Responsibilities:** Supervisors will provide in-service training to ensure all staff understands the requirements of this policy and its procedures. Supervisors will revisit this policy periodically, but no less than annually to identify recommendations for improvement.

#### 1904.6 Rural Services Responsibility

**1904.6.1** Participants in Policy Development: The Agency Director, Lead Psychologist 1 and approved Charter Team participated in the development of this policy.

**1904.6.2** Technical Assistance: Training participants will be RS-MH QMHPs, Center Directors and designated non-QMHP staff. Participants will be trained by the Lead Psychologist-I or his/her designee.

Training topics for staff involved in the Telemental Health service will include:

- A. IT Procedures – Help Desk, IP Addresses, etc.
- B. Telemental Health Procedures
- C. Distant Site & Originating Site Environmental requirements

**D. Telemental Health Consumer Satisfaction Survey**

**1904.7 Policy Cross Reference**

**1904.7.1 Rural Services Policies:**

1002 Treatment Plan and Team

1102 Telemed Technology

1500 Completion of Clinical/electronic medical record and Financial Paperwork

1501 Obtaining Medical Records

1502 Documentation when AVATAR/electronic medical record is Not Functioning

504 Behavior Emergencies

1005 Legal 2000 – R

**1904.7.2 Division Policies:**

4.030 Documentation Guidelines for Clinical Records

4.073 Electronic Medical Record

6.001 HIPAA: Policies/Procedures/Administrative Documents

**1904.8 Attachments**

**1904.8.1 RS1904A** Consent for Telemental Health Therapy Services

**1904.8.2 RS1904B** Telemental Health Satisfaction Survey

**1904.8.3 RS1904C** Telemental Health Checklist

**1904.8.4 RS1904D** References supporting efficacy of Telemental Health therapy

## **Attachment RS1904A Consent for Telemental Health Therapy Services**

**Consent for Telemental Health Therapy Services**

The purpose of Telemental Health is to provide psychotherapy and counseling services to consumers in outlying mental health centers using video conferencing technology. I understand that it is the opinion of my current mental health care treatment team that I could benefit from participation in Telemental Health services at \_\_\_\_\_ Mental Health Center. I understand that research has shown this method of service delivery to be as effective as in-person therapy, but that I may not find it to be the equivalent of in-person therapy.

I understand that my Telemental Health care therapist, \_\_\_\_\_, and I will communicate via interactive video conferencing equipment with the assistance of another Rural Services' staff person at \_\_\_\_\_ Mental Health Center. I further understand that this Rural Services staff person will be available during my video conferencing session to ensure my safety and the security of all equipment used for the purpose of video conferencing. I authorize the release of any relevant medical records pertaining to me to the above named Telemental Health therapist and the \_\_\_\_\_ Mental Health Center via confidential interdepartmental mail, fax, or secure email. I consent to the use of my name and disclosure of any identifying information including but not limited to my age, social security number, and birth date that is required to conduct and bill for each therapy session as long as all precautions are taken to protect my privacy and the security of this information as required by the Federal Health Insurance Portability and Accountability Act (HIPAA). I understand these records may be kept in the files of the above named Mental Health Centers for future reference.

I further understand that no recorded images of my Telemental Health sessions will be saved and that my identity will not be disclosed except where medically necessary. I also understand that the connection for the video conferencing service is on a secure intranet link maintained by the Division of Mental Health and Developmental Services. I understand that I am not entitled to, nor will I receive, any royalties or other compensation for participating in Telemental Health services, and that I may withdraw my consent to participate in this service at any time by notifying the assisting \_\_\_\_\_ Mental Health Center Staff or my treatment team, either verbally or in writing, without penalty or prejudice.

I have read this document carefully and I hereby consent to participate in Telemental Health services under the terms described above.

\_\_\_\_\_  
Consumer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date

## **Attachment RS1904B Telemental Health Consumer Satisfaction Survey**

**Telemental Health Consumer Satisfaction Survey**

Center Location:
Date of Visit:
Name of Therapist:
Name of assisting Mental Health Center staff person:

1. I was able to communicate adequately with the therapist.    \_\_\_\_ YES    \_\_\_\_ NO
2. I felt that the therapist was able to understand what was bothering me today.    \_\_\_\_ YES    \_\_\_\_ NO
3. I had difficulty hearing the therapist over the videoconferencing system.    \_\_\_\_ YES    \_\_\_\_ NO
4. I had difficulty seeing the therapist over the videoconferencing system.    \_\_\_\_ YES    \_\_\_\_ NO
5. Telemental Health made it easier to get mental health care today.    \_\_\_\_ YES    \_\_\_\_ NO
6. I would have gotten better care if I had seen the therapist in person.    \_\_\_\_ YES    \_\_\_\_ NO
7. Overall, I was satisfied with today's Telemental Health session.    \_\_\_\_ YES    \_\_\_\_ NO
8. If you answered "NO" to question 7, briefly describe why weren't you satisfied?

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9. I wish to continue participating in Telemental Health services.    \_\_\_\_ YES    \_\_\_\_ NO

**\*Thank you for completing this survey. Please return it to the center staff person assisting you today.**

## **Attachment RS1904C Telemental Health Checklist**

## **Telemental Health Checklist**

**NOTE:** It's important that the consumer be educated on the use of Telemental Health and given the opportunity to accept or refuse to receive services via Telemental Health at each session.

### **Day before appointments:** (Originating Site)

1. Review each scheduled consumer's Consent for Telemental Health Services and most recent Telemental Health Consumer Satisfaction Survey to ensure continued consent/willingness to participate in Telemental Health Services.
2. Review each consumer's most recent clinical information with appropriate clinical or other center staff for current and/or last minute issues as necessary. Alert the Distant Site Telemental Health therapist of any issues of concern via either a secure email or telephonic message.
3. Fax or send via confidential interdepartmental mail any pertinent hard copy medical records to the Distant Site Telemental Health therapist (e.g., Rural Services-Mental Health Treatment Plan, private sector psychiatric hospital discharge summary).

### **Day before appointments:** (Distant Site)

1. Telemental Health therapist reviews any telephone or email messages, and any mailed or faxed medical records sent from the Originating Site and contacts relevant Originating Site staff person with any questions or requests for additional information regarding scheduled Telemental Health consumers.

### **Day of appointments:** (Both Sites)

1. Open Polycom PVX camera as follows:
  - a. Click on Display
  - b. Highlight main window view
  - c. Click configuration
  - d. Stay in Zoom/Face tracking tab
  - e. Adjust camera with the up, down, side-to-side arrow keys
  - f. Click on Device Settings tab
  - g. Adjust color and tone as needed
  - h. Apply new adjustments
  - i. Enter new IP address
  - j. Click the call button
  - k. (previous IP address used) go into directory
  - l. Double click specific IP address
  - m. Click PIP
2. At beginning of session, Originating Site designated staff ensures no PHI is accessible, then escorts consumer to Telemental Health equipped office and ensures contact with Distant Site therapist is established then exits the office but remains available in sight of office door, or otherwise available to monitor if the client leaves the office or someone else enters it to provide assistance to consumer, if needed, and to ensure safety/privacy of consumer during session.
3. At end of session, Originating Site designated staff obtains Telemental Health Consumer Satisfaction Survey, escorts consumer to center lobby, and assists consumer in scheduling their next appointment. Distant Site therapist (and Originating Site staff, if needed) enters DAP progress note in consumer electronic medical record. Designated Originating Site staff files any paper documents in consumer's hard copy medical record.

### **End of appointment day:** (Both Sites)

1. Turn Polycom PVX camera off.
2. Ensure Telemental Health equipment containing office is locked.

**Troubleshooting after establishing the connection:**

1. Confirm that the camera is positioned for adequate viewing of the consumer by the therapist, and that the lighting is bright enough to clearly illuminate the room.
2. Inform the consumer that the picture fades or “pixels”, this sometimes cannot be corrected.
3. Occasionally, there is an echo or a squeaking during the conversation. Repositioning the speakers will sometimes help. If not, try redialing in.
4. If Telemental Health is down, you may have to conduct the session via the telephone.
5. If electronic medical record system is down staff are to complete progress notes in a Word document and transfer to consumer electronic medical record as soon as it is available.
6. In the event the whole system fails; the progress note can be hand written and the Help Desk will need to be notified immediately by calling 775-688-2183.
7. Specific troubleshooting answers are as follows:
  - a. No Sound
    - i. Check volume on speakers
    - ii. Check volume at bottom of speaker phone (Polycom PVX camera)
    - iii. Reboot computer
    - iv. Still doesn't work – call therapist on speaker phone
  - b. No picture
    - i. Check that “Picture in a Picture” (PIP) button is clicked
    - ii. Reboot computer
    - iii. Call helpdesk
    - iv. Talk with therapist to decide whether to reschedule or conduct session via speaker phone until problem is fixed
  - c. Internet is down
    - i. Reboot computer
    - ii. Call helpdesk
    - iii. Talk with therapist to decide whether to reschedule or conduct session via speaker phone until internet is back up
  - d. Picture freezes or gets fuzzy
    - i. Continue with appointment as long as sound is still working
    - ii. Reboot computer before next appointment
    - iii. Call helpdesk
  - e. Computer keeps shutting down
    - i. Close all other programs but the Polycom PVX camera and see if that stops it
    - ii. Call helpdesk
    - iii. Talk with therapist to decide whether to reschedule or conduct session via speaker phone until problem is fixed

## **Attachment RS1904D References supporting efficacy of Telemental Health therapy**

## References

1. "A Comprehensive Review and a Meta-Analysis of the Effectiveness of Internet-Based Psychotherapeutic Interventions". A. Barak, L. Hen, M. Boniel-Nissim and N. Shapira in *Journal of Technology in Human Services*, Vol. 26, pages 109-160; 2008.
2. "Current Directions in Videoconferencing Tele-Mental Health Research". L.K. Richardson, B.C. Frueh, A.L. Grubaugh, L Egede and J.D. Elhai in *Clinical Psychology: Science and Practice*, Vol. 16, pages 323-338; 2009.
3. "Therapy Revolution: Find Help, Get Better, and Move on without Wasting Time or Money". R.M. Zwolinski and C.R. Zwolinski. Health Communications, 2010.
4. "Therapy Online: A Practical Guide". Kate Anthony and DeeAnna Merz Nagel. Sage Publications, 2010.
5. "The Use of Technology in Mental Health: Applications, Ethics and Practice. Kate Anthony, DeeAnna Merz Nagel and Stephen Goss. Charles C. Thomas, 2010.
6. "Evidenced-Based Practice for Telemental Health". Telemental Health Standards and Guidelines Working Group. American Telemedicine Association; July 2009.  
<http://www.americantelemed.org>