

# Monterey County Behavioral Health Quality Improvement

## PROTOCOL

RE:	Member Agreement for Use of Personal Device for Telehealth Services
POLICY REFERENCE	Monterey County Health Policies Monterey County Behavioral Health Policies Telehealth Advancement Act of 2011 Welfare and Institutions Code 14132/72(c)(d)(e)
FORM REFERENCE	Member Agreement for Use of Personal Device for Telehealth Services <a href="http://qi.mtyhd.org/wp-content/uploads/2018/01/Telehealth-Member-Agreement-2018-01-01.pdf">http://qi.mtyhd.org/wp-content/uploads/2018/01/Telehealth-Member-Agreement-2018-01-01.pdf</a>
EFFECTIVE	01/01/2018

Monterey County Behavioral Health (MCBH) aims to help individuals stay healthy and in their communities, and provide individuals with timely access to specialty mental health services. Telehealth is one strategy to achieve these goals. Telehealth is a secure transmission by videoconferencing over the internet to help meet the individual's needs. The telehealth service offered through MCBH include medication support services (telepsychiatry) and teletherapy services. Telehealth services are offered in multiple clinic locations throughout Monterey County.

This protocol is used to guide the use of an individual's personal electronic device when accessing services via telehealth. Individuals are **NOT** required to have or use their own devices to access telehealth services. Telehealth suites are available throughout our clinics. However, if an individual requests the use of their own personal electronic device for telehealth services, the individual may opt to do so, after the individual has been informed and agrees to the risks and benefits of using their own device for telehealth services. The individual shall be asked to sign the "Member Agreement for Use of Personal Health Devices for Telehealth Services" prior to using their personal device.

### PROCEDURES:

- Member shall be informed of risks and benefits of using telehealth services
- Use of device and internet connection with approved privacy and security safeguards
- Telepsychiatry may be provided by medical staff who are licensed in the State of California and enrolled as a Medi-Cal provider
- Teletherapy may be provided by individuals whose scope of practice includes authority by their licensing board to provide psychotherapy services
- Teletherapy may be provided by programs authorized to provide this service modality
- "Member Agreement" shall be reviewed with the individual; client shall be asked to sign agreement whenever they opt to use their own device for telehealth
- A copy of the agreement shall be scanned in the individual's health record
- Members may revoke (cancel) the agreement at any time
  - Print the initial agreement and write "revoke" with date across the form; then scan the revoked document in the health record.