



Supporting WA State Behavioral Health Providers to Optimize Telehealth in Response to COVID-19

Q&A from BHI Telehealth Training Session #2 April 24, 2020: *Myths and Facts You Need to Know*

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Q: Besides Zoom, are there other HIPAA compliant platforms?

A: There are many other platforms that are HIPAA compliant. We recommend you contact the National Telehealth Technology Resource Center.

www.telehealthtechnology.org or call them at 844-242-0075

Q: Is HCA Zoom different than other versions of Zoom and how do I sign into Zoom?

A: HCA Zoom is the Zoom for Healthcare version. There are a variety of Zoom accounts. If you are planning on providing patient care, you need to be sure you are using the Zoom for Healthcare version as it is HIPAA compliant. This is the one provided by the HCA.

Here is more information on Zoom:

<https://support.zoom.us/hc/en-us/articles/201363173-Account-Types>

<https://www.hca.wa.gov/assets/billers-and-providers/zoom-telehealth-faq.pdf>

Q: Is it possible to complete a Virtual Warm Hand-Off using these platforms?

A: Yes, typically the clinician will meet the patient in a virtual room. This virtual room should be “Locked” so that nobody can enter without permission. In Zoom, this can be done by requiring a password, or by enabling the waiting room, or by locking the meeting once the patient and clinician are in the meeting, or any combination of those functions. So, if you want to complete a Warm Hand-Off, the clinician would invite another clinician to join the room and send the password to that clinician, and/or admit them from the Waiting Room, and/or unlock the meeting so that the invited clinician can join the meeting. . Then a standard Warm Hand-Off can be completed.

Q: How are documents, such as objective scales, exchanged between the clinician and patient?

A: Documents can be exchanged in a variety of ways:

1. Ideally, through a secure email system used by the clinic. In this situation, scales or other documents are emailed out prior to the session, completed by the patient and returned via secure email.
2. The clinician can share their screen and work through the document in real-time with the patient.
3. Can always snail-mail documents to completed and returned via snail-mail.

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Q: How do I register for future seminars?

A: Links to registering for future webinars and past webinar recordings, slides & FAQs can be found here:

<https://mhttcnetwork.org/centers/northwest-mhttc/supporting-wa-state-behavioral-health-providers-optimize-telehealth>

The main Northwest MHTTC website is here: <https://mhttcnetwork.org/centers/northwest-mhttc/home>

The BHI telehealth resource site is here: <https://bhi-telehealthresource.uwmedicine.org/>

For more information, please see:

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Behavioral Health Providers across Washington State are on the front lines providing critical mental health and substance use treatment during an unprecedented public health emergency. State and federal guidelines continue to evolve so that more providers may use telehealth during the COVID-19 pandemic. Organizations from across the state have responded in amazing fashion to assure that providers across the continuum and age spectrum have access to information and resources necessary to help you begin or expand your use of telehealth.

<https://bhi-telehealthresource.uwmedicine.org/Pages/About-Us.aspx>



Northwest (HHS Region 10)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

We provide training and technical assistance (TA) in evidence-based practices (EBPs) in SAMHSA's Region 10 (Alaska, Idaho, Oregon, and Washington). Our target workforce includes behavioral health and primary care providers, school and social service staff, and others whose work has the potential to improve behavioral health outcomes for individuals with or at risk of developing serious mental illnesses.

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