



## New Jersey Early Intervention System Best Practice for Conducting Telehealth Visits During COVID-19 operations.

### BEST PRACTICES FOR CONDUCTING TELEHEALTH VISITS

**Telehealth visits are those provided using video conferencing and other technology in accordance with the procedures and considerations outlined in the COVID-19 response plan initiated by the NJ Department of Health on March 17, 2020. These practices are in effect until May 31, 2020 or until the public health crisis is lifted, whichever is soonest.**

#### **Document:**

- Document communication between all team members (e.g. family, providers, service coordinator) stating child will be utilizing telehealth (service provision) and teleconferencing (meetings).
- The Service Coordinator assigned to the family has responsibility for this documentation and providing it to the assigned EIP.

**Telehealth sessions for NJEIS services must be provided using videoconference technology in accordance with the following procedures and according to the allowable licensures of specific discipline in the State of New Jersey.**

- Allowable IFSP services means family training, occupational therapy, social work services, speech therapy, developmental intervention and services provided by any other licensed occupation not listed whose practice act permits the provision of teleservices.
- Virtual sessions must be conducted in accordance with the Family Educational Rights and Privacy Act (FERPA). This means:
  - Parental consent must be obtained using the state-approved form
  - Virtual sessions must be conducted using a secure internet connection and a secure videoconferencing platform with end-to-end encryption such as Zoom, Microsoft Teams, or Signal.
  - **Recording virtual sessions is prohibited.**
  - Virtual sessions should be conducted where other people can't hear or observe.

#### **Telehealth consultation with the family and Technology:**

- Communicate with the family via email, text, or phone call several days before the session and establish the parameters of the technology that will be used.
- Verify that you are using a system/technology that is End-to-End Encrypted and that there are secure internet services.
- Close other programs on your device not needed for the session
- Discuss the quality of the live interaction including lighting and background noise
- Ensure all technology necessary for the session is fully charged and powered



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### Telehealth Services – Best Practices Service Delivery

- Discuss arranging the home environment for the session with the parent. Some considerations are as follows:
  - Where will the computer sit?
  - Will the child be in a designated area?
  - Who else will be in the room?
  - What, if any, materials will be utilized and where will they be kept?
  - What, if any, order will materials be used?
  - Where will parent(s) sit for the session?
  - Who will interact with the child?
- Provider should prepare their workstation /location for the session.
- Set up your room
- Check the lighting to confirm it is conducive; the light source should be in front of you
- Evaluate your background area and remove any distractions (your children, your dog, your parakeet)
- Place a sign on your door to eliminate unauthorized people from entering your session
- Turn your phone to silent
- Evaluate your microphone to confirm it is in the correct location and turned on
- Adjust your camera to allow for direct eye contact with the family
- Check to see if the family is online
- Greet family and ask if they can see and hear you on a scale of 1 to 5, 5 being great and 1 being poor
- Discuss if any equipment adjustments are needed
- Close session and start over if there are problems
- Provide a brief outline of future session structure
- Identify who will be participating in the session, both on the provider side and the family side

### During a telehealth visit practitioner should:

- Review goals and activities from previous sessions
- Give parents strategies and techniques that can help the child and family reach IFSP outcomes
- Be flexible, creative, respectful, kind, non-judgmental
- Wrap-up session, answer questions from family, review session and goals to work on for next session
- Discuss how the family will access telehealth records