

Telehealth Checklist

BEFORE THE SESSION

- ☐ Restart your computer & close all background programs.
- ☐ Test your internet connection speed. Speeds of 10mbps will provide the best experience.
- ☐ Confirm that the webcam, microphone, and speakers are working.
- ☐ Make sure the audio is not on mute.
- ☐ Remove clutter and tidy office.
- ☐ To prevent interruptions during the session, set your cell phone to silent and consider hanging a "Do not disturb" sign.
- ☐ If necessary, contact a client's insurance to obtain payment coverage authorization.

Disclaimer: This sample document is provided only as a reference for practices developing their own materials and should be adopted to local needs. You should consult an attorney who is knowledgeable about the laws of your state.

START OF SESSION

- ☐ Confirm client is in a safe, private place to talk.
- ☐ Review the safety plan with client. Document the client's current address.
- ☐ Review the back-up plan in case the connection fails. Confirm phone number on file is best number to reach client.
- ☐ Inform the client of the potential risks and limitations of receiving treatment via Telehealth.
- ☐ Remind client that there are alternative, non-video, therapy options.
- ☐ Obtain verbal or written consent, if necessary, from the client for the use of Telehealth.
- ☐ Emphasize the importance of consistent therapy attendance and homework completion.
- ☐ Review the protocol of the Telehealth visit and explain what the client can expect next
- ☐ Give client opportunity to ask questions about the session.