



Telehealth/Tele-Wellness Procedures- The Shea Center 2020

Option A: Physical Therapy Telehealth video visits are one-on-one with a licensed physical therapist and will focus on existing client goals such as improving or maintaining gross motor abilities, range of motion, strength, gait training, postural control, balance, coordination, and motor learning. During each visit, the therapist customizes a fun and interactive plan of care with activities and exercises to meet therapy goals. Activities will utilize home environment, toys, furniture, and family interaction. Video visits are conducted via a HIPAA-compliant video conferencing application (Zoom) to ensure client privacy. The sessions may take place in the home or outside environment. Appointments are 45 minutes in duration and are billed at our typical therapy rate.

Option B: Occupational Therapy Telehealth video visits are conducted one-on-one with a licensed occupational therapist and will focus on Activities of Daily Living and challenges that clients have in their daily lives. Each visit will feature a fun and interactive plan of care with activities and exercises to meet therapy goals. The therapist assesses the living environment and provides visual and auditory teaching in therapeutic interventions to assist the clients to successfully accomplish daily activities. Work on existing client goals such as improving fine motor strength and coordination and teaching caregivers sensory processing activities to facilitate calm and organized behavior. Activities will utilize home environment, toys, furniture, and family interaction. Video visits are conducted via a HIPAA-compliant video conferencing application (Zoom) to ensure client privacy. The sessions may take place in the home or outside environment. Appointments are 45 minutes in duration billed at our typical therapy rate.

Option C: Speech Therapy Telehealth video visits are conducted one-on-one by a licensed speech language pathologist (SLP) trained at doing telehealth as a service delivery model. Intervention will focus on increasing one's communication skills. The SLP coaches' parents and care providers how they may encourage speech and language development during their daily lives or during structured tasks. With early intervention patient's the SLP watches the parent child interaction and then aids by directing the parent how to encourage language development. In addition, together the parent, child and SLP also interact focusing on treatment goals. With older children a support person is used to facilitate the intervention process. The amount of support varies and is depended on the patient's ability to attend. Video conferencing lends well, increasing vocabulary development by viewing real objects, seeing actions related to the patient environment. This method allows for speech training, improving receptive and expressive language skills by using visual stimuli, real-time interactions, and interactions with others or family members. The video visits may take place in the home or outside environment. Appointments are 45 minutes in duration billed at our typical therapy rate.

Option D: Tele-Wellness is a video visit service that focuses on maintaining physical well-being and fitness for seniors age 65 and older or clients in our personal training program. Tele-wellness visits are conducted by a licensed physical therapist or certified personal trainer who customizes each client's plan to meet wellness goals. The physical therapist or personal trainer will direct exercises using the home environment and video-based visual demonstrations for the client to follow. Video visits are conducted via a HIPAA-compliant video conferencing application (Zoom) to ensure client privacy. Appointments are 45 minutes in duration. Rates are as follows: (\$80 per visit with a therapist, \$55 per visit with a personal trainer).

Telehealth or Tele-Wellness visits will be offered on a temporary basis due to the COVID-19 outbreak to provide options to clients that receive Physical, Occupational, Speech Therapy, or personal training services until they are able to resume services on-site. The following steps will be taken to ensure all communication is consistent.

Step 1 - Identify

Therapists/Personal Trainers will identify and call their clients and offer Telehealth/Wellness treatments.

Step 2 - Opting In/Out

Shea staff will notify Trish to let her know which clients are opting in, as well as those whom they have called and opted out.

Step 3 - Consent

Trish will send an electronic consent form to each family to be completed prior to scheduling.

Step 4 - Authorization

Trish will let the treating therapist/trainer know that a client is cleared to begin treatments/sessions.

Step 5 - Scheduling

The therapist/trainer will call and schedule the client. As each client is scheduled or rescheduled an email notification will be given to Trish so the appointments can be added to Salesforce. Adre may also assist with scheduling if needed. Each staff member will be responsible for managing the time and appointments for each of their clients, including cancellations or rescheduling. Please review the parent review checklist during your scheduling call or during first visit. Appointments to begin on April 1st and continue until further notice based on COVID-19 orders.

Cancellations: If a client is to cancel or reschedule, they must do so directly with the therapist. Please be sure to provide your contact information to each client. Any client attendance problems should be recorded in the daily notes as well as notification given to Susan and Trish.

Step 6-Documentation

All documentation will be done in Salesforce the same day as the appointment. In the note should be stated the amount of time you were on the video with the client- should be approx. 50 min for Easter Seals and 45 mins. for Shea clients. All visits must include video and be completed on the Shea Center's Zoom platform. No telephone only visits allowed.

Telehealth only-The first visit therapists will also complete the candidacy checklist and send copy to Trish to add to clients file.

Guidelines for Zoom

1. Dress professionally; wear your Shea Center clothes.
2. Identify yourself and the class each time you start a session.
3. Scan the room to identify privacy and safety.
4. Have your slides and teaching tools prepped beforehand.
5. Ensure your video is at face-level; remove distractions from background or use a digital zoom background. Instructions here: <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>
6. Use clear, direct language to compensate for lack of body language.
7. Test your audio/video- troubleshooting instructions here: <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
8. Have access to or on hand the client's emergency contacts and phone number, as well as address in case of an emergency. You can access this in Salesforce on the/instr page at the bottom, my client Information- view report and scroll to the right to expose the fields you need.
9. Show a warm, engaging smile, insert an occasional laugh, and convey a friendly, engaging tone (it feels like acting, but it is not false)
10. Use people's name when referring to them to engage them
11. Make "eye contact" with your participants by looking directly into the camera as often as possible