



PARK PLACE
BEHAVIORAL HEALTH CARE

TELE-PSYCHIATRY SERVICES PATIENT INFORMATION AND INSTRUCTIONS

Tele-health is the delivery of psychiatric (or psychotherapeutic) services using interactive audio and visual (video) electronic systems where the provider and the patient are not in the same physical location. The interactive electronic systems incorporate network and software security protocols to protect patient information and safeguard the data exchanged.

Features

You will be meeting with your clinician using a computer and a webcam with microphone to video conference with your provider at a Park Place Behavioral Health Care location using Zoom US (<https://.zoom.us>), a secure and HIPAA compliant tele-conferencing network. When you arrive for your appointment, a PPBH treatment coordinator will check you in, guide you to the tele-conference room, and set up the tele-psych video conference session.

Set Up

Your PPBH treatment coordinator will initiate the teleconference session, and make sure that the sight and sound of the transmission is clear before you begin the session.

Use

During the session with your provider, please remain seated and in focus of the webcam. Remember to speak clearly and loud enough for your provider to understand you during the session. If you encounter problems with the image or sound of the transmission, please notify a treatment coordinator immediately. Before the conclusion of the tele-psychiatry session, your treatment coordinator will meet with you and your provider to prepare prescriptions and any applicable instructions.

Maintenance

All equipment, and software, used for tele-health sessions is regularly maintained and checked by the IT Support department at PPBH. Equipment used for tele-health sessions is checked prior to sessions by department personnel to ensure that all is in working order.

Safety Considerations

Prior to the first tele-psychiatry session, you will receive a program orientation that includes safety instructions in the event of an emergency. In the event of a medical or psychiatric emergency during the tele-psychiatry session, PPBH staff are available on-site to signal for paramedical support or crisis intervention with a clinician.



Infection Control

Please be advised that after using tele-conferencing equipment it is recommended that you wash your hands to prevent infection.

Troubleshooting

If you encounter problems with the image or sound of the transmission during the tele-psychiatry session, do not attempt to make adjustments to the equipment yourself, but please notify a treatment coordinator immediately for assistance.