

Hamilton Center, Inc.
Clinical Procedure Manual
Procedure for Completing Telemedicine Consult at Home

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Purpose: To establish Hamilton Center, Inc. (HCI) internal process for completing telemedicine consult at home for the purpose of assessing safety.

PROCEDURE:

1.0 Hospital Consult

- 1.1 Contracted hospital will contact Access/Inpatient Unit to request telemedicine consult.
 - 1.1.1 Access staff/Inpatient staff will call the On Call Therapist to notify of pending consult.
 - 1.1.2 Information from the requesting hospital will be faxed to the designated Hamilton Center, Inc. fax number and then scanned and emailed to the On Call Therapist to be reviewed for appropriateness prior to seeing consumer.
 - 1.1.2.1 If blood alcohol level (BAL) is at or above .08 the referring hospital will be informed that a consult cannot be completed until consumer's BAL is below .08.
 - 1.1.2.2 If the consumer has overdosed, the consumer cannot be seen prior to being medically cleared.
 - 1.1.2.3 If consumer is non-responsive or not able to participate in the telemedicine process, a consult may not be completed at the time and will be deferred for a time in which consumer is able to participate.
- 1.2 On Call Therapist will contact the hospital requesting telemedicine to assess consumer to complete the assessment.
 - 1.2.1 On Call Therapist will be responsible for all Hamilton Center, Inc. equipment utilized in the process.
 - 1.2.2 On Call Therapist will be responsible for ensuring a professional and confidential environment for completing the consult, free of any distractions or interruptions.
 - 1.2.3 All records associated with telemedicine process will be kept secured in a confidential environment.

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- 1.2.4 On Call Therapist will abide by dress code policy during telemedicine process.
- 1.2.5 On Call Therapist will be available during designated on call hours and have a phone with proper signal and access to a laptop and email.
- 1.2.6 The consult should be started within 30 minutes of notification unless another consult is in progress. The hospital will be kept updated regarding and delays.
- 1.3 Once the consult is completed, the On Call Therapist will review with the On Call Medical Provider, following the process for staffing with an NP/MD.
- 1.4 The On Call staff will complete the documentation and notify the hospital of the recommendation.
- 1.5 Designated staff (Access/Inpatient) will coordinate with the On Call staff to fax the completed assessment to the hospital.
- 1.6 If placement in Inpatient care is recommended, placement will be coordinated by the contracted hospital with assistance from Access.
- 1.7 At any time in the process, the Executive Director of Patient Care or Access staff may be contacted to assist in the process.
- 1.8 When Access staff are not available, the Executive Director of Patient Care will assist in the process.
- 1.9 If emergency detention (ED) is required, the contracted hospital will be responsible for completing.

2.0 Outpatient Consult

- 2.1 Access staff/Inpatient staff will call the on-call staff to notify of pending consult.
- 2.2 Information will be scanned and emailed to the On Call Therapist to be reviewed for appropriateness prior to seeing consumer.
 - 2.2.1 If consumer has overdosed, the consumer cannot be seen prior to being medically cleared.
 - 2.2.2 If consumer is non-responsive or not able to participate in the telemedicine process, a consult may not be completed at the time and will be deferred for a time in which consumer is able to participate.

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- 2.2.3 On Call Therapist will be responsible for all Hamilton Center, Inc. equipment utilized in the process.
 - 2.2.4 On Call Therapist will be responsible for ensuring a professional and confidential environment for completing the consult, free of any distractions or interruptions.
 - 2.2.5 All records associated with the telemedicine process will be kept secured in a confidential environment.
 - 2.2.6 On Call Therapist will abide by dress code policy during telemedicine process.
 - 2.2.7 On Call Therapist will be available during designated on call hours and have a phone with proper signal and access to laptop and email.
 - 2.2.8 The consult should be started within 30 minutes of notification unless another consult is in progress.
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- 2.3 Once the consult is completed, the On Call Therapist will review with the On Call Medical Provider, following the process for staffing with an NP/MD.
 - 2.4 The On Call staff will complete the documentation.
 - 2.5 If placement in Inpatient care is recommended, placement will be coordinated with assistance from Access.
 - 2.6 At any time in the process, the Executive Director of Patient Care or Access staff may be contacted to assist in the process.
 - 2.7 When Access staff are not available, the Executive Director of Patient Care will assist in the process.
 - 2.8 If emergency detention (ED) is required, Access staff will assist in the process.