



Thrive Client Information Regarding Response to Coronavirus and Temporary Telehealth Options

Thrive staff have been actively working to develop a response to the growing concern regarding Coronavirus/COVID 19. Our first priority is always safety. We have taken into consideration how to reduce risk of exposure while still providing as little interference with services.

Are Thrive offices open?

As of 3/13/2020, Thrive offices continue to be open per usual schedule. We will update our website if this changes.

Is there a way I can meet with my therapist or prescriber without seeing them in person?

We have been working on telehealth options. Please contact your therapist or the office at 410-780-5203 to discuss options that may be available.

What screening is Thrive doing to make sure those in the office are not contagious?

We are asking clients the following questions:

- Has the client/household member had a fever, cough, or body ache?
- Has the client/household member traveled out of state, particularly on an airplane in the last 14 days?
- Has the client/household member had a known exposure to Coronavirus?
- If yes to one of the above, we are going to encourage telehealth or explore other options for services. If there is little risk of infection, then in-person services are likely still an option.

What is telehealth?

Telehealth is therapy and psychiatry services provided that use both audio and visual components. If using this option, Thrive staff would send a link to the client/guardian to start the session. It can **not** be just a telephone call at this time. The client must be present for sessions, except for some family sessions per agency policy.

How do I do telehealth with my clinician/prescriber?

Your clinician or prescriber will send you a link depending on the app/platform they are set up to use:

1. Zoom: <https://zoom.us/>
2. Doxy.me: <https://doxy.me/>

Will I be forced to use telehealth?

No. Telehealth is an option for our clients and staff. If there are reasons, such as concern regarding illness or someone being at a higher risk for more serious complications, we will not force staff or clients to do in-person services at this time. We will take it as a case by case situation regarding whether we do telehealth, in person, or refer out.

I don't have wifi/data to do telehealth. What options do I have?

Please contact your therapist to discuss. We are still doing some in-person services as appropriate. If a therapist/prescriber is unable to do in person, but a client would be able to come to the office, we are able to set up a client with a computer to do telehealth with the therapist/prescriber they are used to working with.

How do I give consent to receive telehealth services?

Thrive has a Telehealth Consent Form. Clients must acknowledge and provide verbal consent to all items on the form in order to proceed with telehealth services. Clients can access on www.thrivebh.com.

What if I do not consent to telehealth?

Thrive shall not force or coerce a client/guardian to sign a consent. During a state of emergency, particularly if a client may have been exposed to a contagious illness, Thrive may elect to deny in person services. If telehealth services are denied, Thrive shall follow discharge procedures and provide client with referrals and final medication management services according to policy.

What if the telehealth service gets interrupted due to poor internet connection or other tech issue?

If there is inadequate wifi/data connection, the therapist must end the service if the service can not be ethically and reasonably provided. Therapists should make efforts to have a secondary means of continuing the service.

If unable to utilize a back up platform, clinician shall follow up with a phone call. The phone call can not count as part of a billable service.

Is there anyone telehealth isn't a good idea for?

Telehealth services may be contraindicated for more serious symptoms, such as psychosis, suicidality, or homicidality. If a client presents with a more serious symptom, the clinician must consult with a supervisor regarding appropriateness for telehealth and other options. Thrive will work with the clients and treatment team to develop a plan.

What do I do if I have a mental health emergency?

If a client has a mental health emergency during a session, safety precautions must still be taken, which include:

- Contacting the local crisis response team
- Contacting emergency services
- Advising the client seek psychiatric evaluation at local hospital. If hospitals are closed for evaluations due to states of emergency, advise for the client to be assessed at a local walk in or crisis center.
- If due to a state of emergency, no emergency services are accepting clients with psychiatric emergencies, clinician must contact supervisor or Director to safety plan.

Does my insurance cover telehealth services?

During the state of emergency of 2020 due to COVID-19, telehealth services are permitted for both Medicaid and Medicare clients, but must be in compliance with all other policies and procedures regarding services. For clinicians who are not Medicare paneled, a paneled prescriber must be on-site with the clinician to provide an incident to.

Once the state of emergency is over, we may have to end telehealth services. At this point, the state of Maryland has indicated telehealth is only temporarily covered by your insurance.

How do I know that telehealth is ethical?

Clinicians are required to review Telehealth Ethics included on the Credible Home Page> Forms and Documents> Telehealth. Clinicians are reminded that services must be provided as clinically indicated and only in ways that provide appropriate and high quality care.

How do I keep from getting sick?

- One of the best things you can do is to wash your hands and have children practice hand washing skills. Here is a great resource for how to wash hands appropriately from the CDC:
- <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>

I or my family members are really scared. Do you have any more information on how to manage my mental health and coping during this time?

- CDC has suggestions for both adults and children. Follow this link:
- <https://www.cdc.gov/coronavirus/2019-ncov/about/coping.html>
- One of the best things you can do is to focus on the things you can control, such as handwashing and using your coping skills.

I am worried I won't have food for myself or my family. Any ideas?

- Information is starting to come out. 211 may be able to offer some options. Contact your therapist to get information that Thrive may be aware of.
- Anne Arundel County: <http://aacpsschools.org/pressr/?p=5653>

I have a concern about how this is being handled. Who do I contact?

We welcome feedback- it helps us make our services even better or helps us clear up any miscommunication! We are working hard to make changes in this very tough situation. We know we won't be perfect and will find it helpful to hear your concerns.

Please talk with your therapist first. If you still are not satisfied, feel free to call the office to discuss with the therapist's supervisor. If you still have concerns you are welcome to submit a grievance in writing to the director. Please see our Grievance Policy in Helpful Information for more details.