

Intensive In-Home Behavioral Health During COVID-19

Tip Sheet

Communication:

Communication is the highest priority in providing good care during these challenging times. Establish the ability to communicate using multiple strategies with your workforce and with the individuals in your care. Communicate regularly to decrease the anxiety that many are experiencing and to increase engagement.

Triage, Screening and Consent:

If necessary, develop and implement new protocols around triage, screening, and obtaining consent.

- a. Verbal consent for treatment can be obtained and documented in the record with a plan to obtain written consent when it is feasible. Consider using technology for written consent when possible.
- b. Triage for risk and safety, consider all possible strategies for support to a family, including the use of telehealth, the use of a telephone, and texting if necessary. Although many states have approved these mechanisms during this crisis, consult your local licensing boards and state regulations for updates.
- c. Respect the family's preference for, and availability of, technology and discuss the safety concerns around providing the service in home at this time. Be transparent in your communication.

Telehealth:

Telehealth is a viable strategy for continuing to provide care. The ability to shift to a virtual meeting platform to continue to support families during these challenging times is an important tool for consideration. [The federal government](#) and [many states](#) have relaxed regulations to allow for multiple platforms to be used and paid for to continue services and supports for children and families. Check with both your state regulations and licensing boards to ensure that you remain in compliance.

Documentation:

Remember to document all contacts in progress notes and include a note that any shift in practice is due to COVID-19.

Language is Important:

A major component of systems reform is the shift of language. It is also an important part of helping youth and families understand the significance of COVID-19. With this in mind, think about shifting your language from social distancing to physical distancing. This shift can help youth and families understand the expectations and can continue to promote youth engagement.