

PROMEDICA COLDWATER REGIONAL HOSPITAL COLDWATER, MI 49036	SUBJECT: Mental Health Services in School Clinics
	SOURCE: School Tele-health Clinics
	EFFECTIVE DATE: October 2018
	SUPERSEDES: NEW
	DISTRIBUTION: School Clinic Policies
POLICY NO.:	

Definition: Mental Health Services –Strive to improve and maintain psychological health of patients thru student, family and group counseling. Provide support services for patients to help remove barriers to success in school.

Policy Statement: Mental Health Services will be available to adolescent patients with identified need. Patients will be identified for need through visits, risk assessments (Rapid Assessment for Adolescent Preventative Services), parents, school staff, or self-referral.

Policy Standards:

- Mental health (MH) provider will review MH referrals to determine course of action.
- Room where counseling is provided will be in a soundproof and private setting.
- Written consent is required for all patients requesting MH services. The clinic will adhere to Michigan Minor Consent state laws in regard to minor’s rights to consent for MH counseling. If the patient is 14 years old or older and is requesting confidential MH services, counseling may be provided without parent/guardian consent. The maximum number of sessions allowed under this law is 12 sessions over four months per request and is not to include medication.
- For patients under 14 years old parental/guardian consent for MH services must be obtained.
- The patient will be screened with Rapid Assessment for Adolescent Preventative Services (RAAPS) and other MH evaluation tools to assist in developing a correct diagnosis. Follow up assessments will occur annually or on an as needed basis.
- The patient assessment, treatment plans, progress notes and referrals will be charted in ProMedica’s Electronic Health Record (EHR).
- Patients requiring more than 16 individual sessions annually will be reviewed by the Program Manager.
- Case consultation will occur between medical and MH staff when deemed necessary and in the best interest of patient. Case consultation will be documented in the patient’s EHR.
- All complaints will be handled following the Customer Relations Program, Risk Management Policy.

PROMEDICA COLDWATER REGIONAL HOSPITAL	SUBJECT: Mental Health Services in School Clinics
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Definition: Mental Health Documentation

Policy Statement: To ensure quality and timeliness of mental health (MH) documentation by the mental health provider in the ProMedica School Telemedicine Clinics.

PROCEDURES/GUIDELINES: MH records will contain the following information in the client EHR (Electronic Health Record).

- Upon the first visit patient will complete new patient paperwork. Clinician will review the Bill of Rights, Minor Consent Form and confidentiality policy.
- Assessment, including mental status examination, must be completed within the first three sessions.
- Treatment Plan – Completed at the next visit after the assessment is complete. Treatment Plan will be updated every 90 days and reviewed with patient and with the parent when permitted by law. Treatment plan will establish meaningful and measurable goals.
- Progress Note – Completed every visit. Progress notes need to be entered in the EHR within 48 hours. Patients who are not in a therapy session, or enrolled in the Program seeking mental health services from the Social Worker, will be documented on a paper progress note form and kept in Clinic for reference of encounter.
- Discharge Summary – To be completed upon termination or within six months of the last visit. School clinics may keep charts open until patient/student is no longer enrolled at the school. If a patient returns within six months of the discharge summary being completed, the therapist may note any changes to the assessment in the progress note without having patient or therapist recreate forms. Treatment plans for these returning clients must be reviewed and new dates set.
- No Shows – Contact will be made with patient via face to face meeting or phone call and documented in EHR. If a client no shows three times, clinicians may use their own discretion in discharging the patient.
- Community Referrals –When referring to another agency in the community for assistance the information will be documented in EHR.
- Client Charts – Charting will be done electronically in ProMedica’s EHR. All paper forms are stored in a secure locked office.
- Medical/Medication Referrals – Will be made to medical provider when requested by patient or parent and documented in EHR.
- Screeners/Tools – as needed, at discretion of evaluator. Screeners will be scanned into patient’s EHR when utilized.
- Depression Screenings – All patients with depression diagnosis will be given the PHQ-9 within 30 days. Follow up screenings will be on an annual basis or as needed.
- Ten charts from each clinician in each school will be reviewed bi-annually to determine documentation guidelines are being followed.
- Client satisfaction survey – Will be conducted by the Health Educator on an annual basis.

PROMEDICA COLDWATER REGIONAL HOSPITAL	SUBJECT: Mental Health Services in School Clinics
	SOURCE: School Tele-health Clinics

Definition: Tele-mental Health Services

Policy Statement: To provide Tele-mental Health Services to patients. Tele-mental Health Services may be used for routine assessments and follow-up appointments, after initial face-to-face assessment by the counselor. Tele-mental Health Services will not be used for commitment assessments or when a patient has a disability that would prevent them from being able to communicate adequately with the counselor.

PROCEDURES/GUIDELINES:

- The patient and/or guardian will sign informed consent to participate in tele-mental health services, including the right to refusal. This form will be completed along with the School Telemedicine Clinic enrollment packet.
- The patient will be assessed for appropriateness for the tele-mental health services by the counselor at the spoken site.
- The patient will be educated as to the process of tele-mental health service delivery model by the counselor.
- The designated staff person at the site will:
 - Ensure the patient is accompanied to the secure tele-mental health session room.
 - Assist the patient in ensuring connectivity with the remote conferencing system is established before leaving the room.
 - Ensure the remote conferencing equipment is disconnected, turned off, and secured after the tele-mental health session is complete.
- Should any technical issues occur during the tele-mental health session, the designated staff person will notify the counselor to ensure trouble-shooting can occur before the next scheduled visit. If it is determined no further sessions can be completed using the secure remote conferencing system, the clinic will utilize the process outlined in the Tele-mental Health Contingency Procedures.
- Tele-mental health visits will operate in a similar matter as face to face visits. Patients will be scheduled via the ProMedica EHR scheduling system.
- Support staff at the patient's clinic location will be responsible for helping to coordinate care such as referrals, prescriptions, and other needed patient documentation.
- Tele-mental health/patient information obtained from the hub site will be scanned into the patient's EHR.
- Tele-mental visits will be documented in the same manner as non-telemental health visits per the Mental Health Documentation Guidelines policy.

PROMEDICA COLDWATER REGIONAL HOSPITAL	SUBJECT: Mental Health Services in School Clinics
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Definition: Telemental Health Contingency

Policy Statement: Telemental health contingency procedures will be utilized when delivery of telemental health service is interrupted, or when the transmission of the two-way interactions is deemed inadequate for service provision.

PROCEDURES/GUIDELINES:

- The counselor will connect to the spoken site utilizing the remote telecommunication system.
- Should technical issues occur during connectivity, the counselor or ProMedica Technology employee will contact the staff of the spoken site(s) to determine if the problem exists at the spoken site or the hub site.
- If it is determined that connectivity for the telemental health session cannot be maintained, the spoken site(s) will contact the hub site via teleconference or other secure video conferencing (if available), to complete the session.
- If the patient wishes to discontinue the session and reschedule for at alternate time, this will be communicated to the hub site staff and an appointment will be made for the first available counseling time.
- The counselor may also decide, at their discretion, to complete the telemental health visit in person at the spoken site. These arrangements will be completed with the site staff per the patient's choice.

Approved by: <u>Edelwina Dy</u>	<u>10-16-18</u>
Medical Director	Date
<u>Mary Rose, RN</u>	<u>11-26-18</u>
Chief Clinical Officer	Date
<u>Theresa Gillette</u>	<u>10-17-18</u>
School Health Program Manager	Date

References:

	✓	INITIAL	DATE
Reviewed: No change required			