TELEHEALTH FOR YOUNG PEOPLE

(COVID-19)

In response to the COVID-19, many service providers in the community have enforced social distancing. Recommendations by the CDC are no gatherings greater than 10 people. Some people may have concerns that there will be no access to medical care in this uncertain time. Several providers have temporarily put Telehealth options in place of direct care. This doesn't apply to all cases or scenarios, and you should consult your medical provider to see if Telehealth is applicable for you, temporarily.

What is Telehealth?

Telehealth is any type of communication regarding treatment, services, or addressing symptoms via technology. For example, this could mean using Zoom, Skype, FaceTime, or Facebook Messenger. It is not limited to one source.

When using Facebook Messenger, Google Hangouts, or FaceTime, there is a risk of third parties having access to your information. If you want to make sure your information is private and confidential, check to see if the method of virtual communication has entered a HIPPA BAA agreement. Example: Zoom for Healthcare, GoToMeeting, Updox.

Link: **Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency**

What can I use Telehealth for?

Telehealth is available for physical ailments as well as behavioral health services. While Telehealth might not be suitable for all situations, it is not likely beneficial for inpatient services, crisis stabilization, mental health respite, social detoxification or hospital diversion.

How do I know I still have privacy?

Providers have technology methods to still make sure they are in compliance with the HIPPA guidelines via Telehealth or telephone. Also, federal recommendations have been put in place to keep confidentiality for clients.

Link: **HIPAA for Professionals** *(See, Security Rule)*

Will it be the same as going to the provider?

Depending on your symptoms and condition, the time and information provided via Telehealth would be similar to an in person visit. However each case is different, and you should consult with your provider to assess your personal treatment goals and how they can be accomplished through Telehealth. If it is an emergency you should always contact emergency services immediately.

What if I am on Medicaid?

Medicaid will pay for Telehealth services including medication management. For referrals or to get medications refilled, contact the existing prescriber and/or the individual's Managed Care Organizations for assistance.

What if I think I have the COVID-19?

If you are having symptoms of the COVID-19 you should immediately call your local health department, or hospital. Due to limited test kits as now, the department has a specific procedure to follow for testing. If you are not feeling well, stay home. If you are having symptoms of COVID-19, you should take steps to self quarantine and contact anyone you have been in contact with.

Link: **What To Do If You Are Sick**

Link: **Symptoms & Testing**

What if I'm looking for services, are agencies still accepting new clients?

Each agency is different in terms of how many staff they have, and how many people they can serve. However, the goal is to continue to serve people, and successfully complete their goals or treatment. Call the agency or provider to get information about intakes, or new clients.

Other resources:

Questions for parents: Any question, at any time, 24/7: 1-888-866-8660