

## SAMPLE TELEHEALTH GROUP GUIDELINES

*The following sample is provided for information purposes only and should not be considered legal advice. A Telehealth Informed Consent should be used in conjunction with a traditional Informed Consent. It is important to meet with client prior to first group to assess if appropriate for telehealth group, obtain informed consents and ROIs, review and practice using telehealth software features, and review group guidelines.*

**Sample telehealth group guidelines (this is not an exhaustive list), customize for your agency and review at the beginning of each group:**

- Define telehealth.
- Right to refuse or withdraw consent for telehealth group services at any time and receive referrals to other clinicians if clinician is not providing in-person services at the time.
- All clients have the right to confidentiality during telehealth sessions.
- Agreement that clients will not record sessions.
- Agreement that clients will find an appropriate quiet location that offers privacy during telehealth session. (Sitting on beds or in bathroom, or driving would not be appropriate).
- Agreement that clients will wear a headset or ear buds with microphone during sessions (test during the individual session with clinician prior to first group).
- Agreement to dress appropriately for all groups.
- Agreement to minimize distractions (silence cell phones, turn off TV and stereo, close door, etc.).
- Agreement to have video on during each session.
- Agreement to "sign-in" following agency requirements (i.e. first name, last initial).
- Agreement to actively participate during groups.
- Use names when talking to someone so everyone knows who talking to.
- Agreement to pan room with video cam whenever facilitator asks.
- Agreement to accurately report the address of where physically located during each session. (Consider having client type in private chat with clinician at the beginning of each group).
- Understanding of what the clinician will do if the client is disrupting group in any way or it appears confidentiality may be compromised (i.e. another person is seen coming into room or cell phone is ringing). Examples of things to consider include moving to a break out room or

waiting room and speaking with client individually about what steps client needs to take in order to be readmitted to group.

- Understanding that in some instances telehealth may not be effective or appropriate and in those instances the clinician will either see the client in-person at the office or offer referral to another clinician that is offering in-person services.
- Explanation of how technical difficulties resulting in service interruptions will be handled (i.e. end and restart session, call office, etc.).
- Agreement that client will sign a release of information for an emergency contact person in case emergency arises during telehealth services.

*Clinicians are encouraged to weigh pros and cons of having blended groups of in-person and telehealth group participants. If a blended group is being conducted take steps to ensure those participating via telehealth have the same screen presence as those in-person. May have in-person clients still log in to telehealth session on phones or tablets so all participants can see everyone and that all are the same size.*

SAMPLE