

Policy:

The services that Palmer's Home Care provides are expected to be the best services and individualized for each person served. All services are available to be monitored with or without prior notification from Department of Mental Health designated professionals. In-person service monitoring is preferred. However, as needed, remote monitoring or virtual monitoring can and will be accommodated. All homes or service sites will be equipped with computers or phones that are capable of virtual monitoring or telehealth reviews. All apps or software used by different outside agencies or organizations may be downloaded and used as needed. Individual sites may need to contact Palmer's Home Care administration or the IT department for technical assistance.

Virtual capabilities and equipment support telehealth approaches to service monitoring. Telehealth involves providing service via telephone, tele-monitoring, or non-public facing remote communication methods. Examples of non-public facing products include Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype. It is important to note that Facebook Live, Twitch, TikTok, and similar video communication applications are public facing and should not be used in the provision of telehealth remote monitoring.

All homes or service sites will be equipped with computers or phones that are capable of virtual monitoring or telehealth reviews. The individual has full control of the device and can turn off the device and end services any time they wish. For technical support, individual sites might need to get in touch with the IT department or Palmer's Home Care management. Individuals will have their right to privacy protected. Individuals will have an informed choice between in-person and virtual services and Palmer's Home Care will maintain documentation of each individual's written consent. Arrangements will be made to ensure privacy for the individual if/when privacy is needed. All Palmer's Home Care HIPAA and Confidentiality policies will be followed and complied with.

Virtual services will be provided using a live, non-public facing, real-time audio-visual connection that allows the staff member to actively interact with the individual. Text messaging and e-mailing do not constitute virtual support and, therefore, will not be used.

Virtual Services offered by Palmer's Home Care

It is preferable for all services from Palmer's Home Care to be completed in person. However, virtual or remote services can and will be allowed as needed. Services that Palmer's can provide virtually at this time include ABA services like monitoring or information gathering. All services will be completed with the individual and/or guardian being informed.

The individual, guardian, staff and other members of the individual's team will discuss the appropriateness/effectiveness of the services rendered virtually for all services provided via teleconference by Palmer's Home Care. If it is not in the best interest of all parties, and the service can be provided safely and effectively, then the service will not be convened virtually. If the individual or guardian request for virtual services to end, then the services will be provided in person.

Emergency Situations

Palmer's Home Care Residential Individual:

If an emergency occurs when provided a virtual service for Palmer's Home Care residential individuals, the service provider will stop the service to notify on site staff immediately. If there are no on-site staff, then the virtual provider will follow the PHC-207 Help Protocol and Community RN Emergency Notification Policy as appropriate and residential staff supervisor. The virtual provider will remain on the call until the residential staff person takes over providing care or emergency personnel arrive and no other information can be provided.

All Other Individuals served:

For Non-Palmer's Home Care residential individuals, the Palmer's Home Care virtual service provider will stop the service to notify on site staff immediately to notify the appropriate parties. If the individual does not have an emergency care plan that has been provided to Palmer's virtual staff, then the following steps will be taken.

If there are no on-site staff, then the virtual provider will call 911 and give the appropriate information to get the individual the emergency care necessary. The virtual provider will remain on the call until a residential staff person/family member/other takes over providing care or emergency personnel arrive and no other information can be provided.

Final Note:

Virtual support will not be used for the convenience of Palmer's Home Care. The option is used to support an individual in achieving goals and outcomes identified in their person-centered plan and will not restrict, prohibit, or limit the use of in-person services or access to the community. Individuals who require hands-on assistance during the use of the provided services will be supported in person.