

Plan B

ALL SERVICES WILL BE PROVIDED FROM YOUR HOME. NO STUDENTS WILL BE ALLOWED ACCESS TO CAMPUS OR THE CLINIC

Students will need to follow the instructions on <https://clinicalcenter.siu.edu/resources> to gain remote access so they can access titanium FROM HOME (once we get instructions from IT).

Things to do/think about the week of 3/18- 3/20

- 1.) Supervisors and students watch telemental health videos 1-3 (<https://apa.content.online/catalog/product.xhtml?eid=15132&eid=1921>)
- 2.) Zoom accounts get activated for each student- these will be distributed by clinical center staff through email.
- 3.) Elise calls all clients to inform that in person that services will be suspended and that we are looking into telemental health options. Finding out if they are interested.
- 4.) Students and supervisor consult about client rosters to figure out who is appropriate to offer services to. Utilize APA checklist to help guide you and your supervisor in this decision (found at <https://clinicalcenter.siu.edu/resources>).
- 5.) Start contacting clients once given list from clinical center supervisor or Elise
 - a. Contact in clinic.
 - b. Clients interested in telemental health who are appropriate we will contact by phone (dial *67 from your cell phone before dialing their number to remain private) - review informed consent with client (read it to them and get a verbal consent- document in note) and refer the client to following link: <https://clinicalcenter.siu.edu/forms/> and instruct them to fill it out and **MAIL** it back (address on bottom of form).
 - c. For clients **NOT** interested in telemental health, contact them and offer a check in schedule (all check-ins are 5-10 minutes max and MUST be scheduled in titanium so supervisors are aware of them going on).
 - d. Clients not interested in telemental health or check-ins – inform them that you we will close their case and they can re-open them when we resume in person services. If you close the client you must write a closing report.
 - e. Schedule ALL appointments **and check-in** appointments in titanium. See new codes for appointments in drop down box in titanium. They will include “individual psychotherapy - telehealth” and “check-in- telehealth”.

Things to do/think about the week of 3/23- 3/27

- 1.) Attend scheduled zoom meeting with Clinical Center Supervisors at 9am Monday 3/23/20 (<https://zoom.us/j/439114299>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED, just here for support.
- 2.) Log into zoom account, follow trainings on <https://clinicalcenter.siu.edu/resources> and get familiar with scheduling a meeting, sending a link, starting a meeting, recording, saving the video (maybe try with a friend or classmate) at home.

- 3.) Do any follow-ups with your clients to find out which of the three avenues they are taking (e.g., telemental health, check ins, or closing until check in April 17th or once services have resumed).
- 4.) Students will need to follow the instructions on <https://clinicalcenter.siu.edu/resources> to gain remote access so they can access titanium FROM HOME to schedule appointments and write clinical notes (once we get the instructions from IT). If any questions while trying to gain access contact: COEHS Desktop Support coehs.support@siu.edu Attention to Jordan Johnson and CC Holly Cormier on it.
- 5.) Review tips for providing telemental health at <https://clinicalcenter.siu.edu/resources>
- 6.) Attend scheduled zoom meeting with Clinical Center Supervisors at 11am Wednesday 3/25/20 (<https://zoom.us/j/467959013>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED, just here for support.

Things to do/think about the week of 3/30- 4/3

- 1.) Attend scheduled zoom meeting with Clinical Center Supervisors at 9am Monday 3/30/20 (<https://zoom.us/j/439114299>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED just here for support.
- 2.) Telemental Health begins- Make sure you have logged into your zoom account and have remote access to be able to write notes on titanium.
- 3.) ALL FORMS AT HOME NEED TO ONLY HAVE CLIENT NUMBER ON THEM NO NAMES!

Few notes:

- a. Clinical Center hours will change during this period to:
 - b. Monday 9-5pm
 - c. Tuesday 9-6pm
 - d. Wednesday 9-5pm
 - e. Thursday 9-6pm
 - f. Please do not schedule clients outside of these times unless pre approved by director and supervisor.
- 4.) Make sure you have a verbal consent from going over telemental health informed consent documented in a note in the clients file before you start services. Confirm they have sent their informed consent and if we have received it (email Elise) – telemental health form found at <https://clinicalcenter.siu.edu/forms/>.
- 5.) One day prior to appointment email the zoom link to the client and CC Holly Cormier (cormierh@siu.edu), Amber Drake (amber.drake@siu.edu), Cindy Clark (cynthia.clark@siu.edu), and your supervisor on the email (EVERY TIME). Always make sure the appointment is in titanium too. Also include brief instructions on how to access zoom if they need more details instruct them to go to <https://clinicalcenter.siu.edu/resources>
- 7.) Start session and RECORD.
- 8.) Start every session with Telemental Health Clinician Check – find on <https://clinicalcenter.siu.edu/resources> ABSOLUTELY ESSENTIAL!!! Submit to scanning after session, when working under Plan A. When working under Plan B, you will not be on campus, so you must keep these forms in a secure location. You will need to file them for scanning when campus re-opens.

- 9.) For Your VERY first session follow the clinician check complete a Crisis plan (also on <https://clinicalcenter.siu.edu/resources> and clients can assess at <https://clinicalcenter.siu.edu/resources> (to look at or print). Document this has been done or REVIEWED if we have one on file.
- 10.) Begin discussing focus of sessions as you move into new modality (if same or if changing).
- 11.) Attend scheduled zoom meeting with Clinical Center Supervisors at 11am Wednesday 4/1/20 (<https://zoom.us/j/467959013>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED, just here for support.
- 12.) Continue treatment.
- 13.) Note: You will need to schedule weekly supervision meetings with your supervisor to support client treatment and their training needs either on zoom or on the phone.

In the event you get disconnected during a zoom call:

- 1.) Attempt to use the link to reconnect.
- 2.) Call client (*67 first) on number given at the beginning of session to instruct them to reconnect or finish session over the phone.

In the event of a crisis or emergency:

- 1.) Text/Call supervisor asking them to join. See emergency coverage at <https://clinicalcenter.siu.edu/resources> under Emergency Contacts for students. There are three options to follow at any time.

Things to do/think about the week of 4/6- 4/17

- 1.) Continue sessions and we will re-evaluate as of 4/17.
- 2.) Attend scheduled zoom meeting with Clinical Center Supervisors at 9am Monday 4/6/20 (<https://zoom.us/j/439114299>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED just here for support.
- 3.) Attend scheduled zoom meeting with Clinical Center Supervisors at 11am Wednesday 4/8/20 (<https://zoom.us/j/467959013>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED, just here for support.
- 4.) Attend scheduled zoom meeting with Clinical Center Supervisors at 9am Monday 4/13/20 (<https://zoom.us/j/439114299>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED just here for support. Attend scheduled zoom meeting with Clinical Center Supervisors at 11am Wednesday 4/15/20 (<https://zoom.us/j/467959013>) where we will be there for support, questions, concerns (but please no client related info on this call). NOT REQUIRED, just here for support.
- 5.) We will re assess on April 17th how services will be conducted.