

## Tips for clinicians re: telemental health

- eyes should be a level of camera, not looking up or down
- focus just below the camera lens
- use front lighting
- increase ambient lighting to decrease glare on glasses
- wear plain colors - patterns will strobe on screen
- research suggests that ability to assess mental status during teletx depends on ability to see ct's face clearly - ask them to be clearly visible on camera
- ask client to show you the room they're in - just spin the camera around
- identify physical location (address) of ct - if on file, just verify that's where they are
- start by establishing a safety plan - who is the "patient support person," where is the nearest emergency room?
- make a tech recovery plan, e.g., I'll call you if we lose connection
- session should *never* end with a dropped connection - call to check in, even if the session was essentially over