

Questions To Ask If You're Thinking About Offering TeleHealth Services or Employing a Comprehensive Practice Management System

Determine Your Need

Do I Even Need to Offer TeleHealth Counseling Services?

What is driving your interest to consider adding the telehealth option to your practice? (Why do you think this might be a beneficial addition to your practice?)

What factors make telehealth an appropriate treatment modality?

Start-Up and On-Going Expenses

What are the start-up costs involved for implementing a telehealth option?

What are the on-going costs involved with a telehealth program for my practice?

Insurance Concerns

Does my current liability insurance cover telehealth?

What type of insurance should I be looking to add to my current coverage?

Marketing Your New Service

How will I advertise the fact that I now offer telehealth services?

How do I attract the right kind of people to see via the telehealth option?

Federal Regulation

Who has regulatory oversight on this method of counseling? (Federal? State? Other?)

Is there any special paperwork or filings that I have to do to utilize this mode of counseling?

What does HIPAA have to say about TeleHealth Counseling?

Do I need to be concerned about PHI?

State Regulations

Do the states have any say-so in regulating telehealth?

What does the State of TX say about it?

Interstate Oversight of Services

Can I counsel people in other states, or in my state only?

Do I have to have a license in the state for which my client is in at the moment I counsel them?

If a resident of another state is visiting in TX, can I legally utilize TeleHealth Counseling with them?

Professional Association Guidelines

What part do the associations play in telehealth oversight?

Reimbursement

Are there any reimbursement limitations pertaining to Telehealth services?

Available Vendors

Why can't I just use Skype, or FB FaceTime, or Zoom, or any other video conferencing platform?

What is the difference between a free platform vs a paid, dedicated telehealth platform?

How many TeleHealth platforms are there in the market now?

Are they all fully HIPAA compliant?

Can I utilize a platform that originates in another country?

BAA-Will this vendor enter into a BAA with me?

Support

What kind of user support is offered?

What does their on-boarding process look like?

Can I reach a live human through either a phone call or chat?

What's their turnaround time on replying to unattended chat or email?

Do they have a Knowledgebase (KB)?

Do they have any pre-recorded training webinars or videos?

Do they offer any live training webinars?

Account Management

Can I record TeleHealth sessions?

Do I need permission to record a session and, if so, written, verbal, or can I just capture it during the video session?

Can the client record the sessions?

Can I give the client a copy of a recorded session? How does this dovetail with Ch 611 regulations?

Do I even want to record them?

If I record a TeleHealth session, are there specific file storage requirements?

How do I control the environment on the other end before and during a session?

Technical

Where does "encryption" come into play? What's required by the governing bodies?

Does your platform of choice work for both Mac and PC's?

What special equipment do I NEED to utilize a particular platform?

What special equipment might I WANT to utilize a particular platform?