

# TELEHEALTH WEBINAR 1: BEHAVIORAL HEALTH



Pacific Southwest (HHS Region 9)

MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

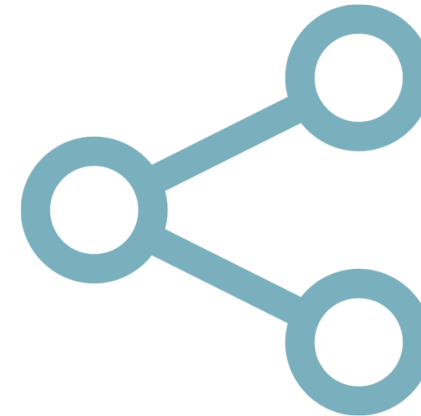


For audio, dial  
**(415) 655-0003**

Access code  
**667 697 647**



The webinar is  
being recorded



Supporting  
materials will be  
shared



Pacific Southwest (HHS Region 9)

MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# TELEHEALTH WEBINAR SERIES

## Telehealth Webinar 2: Billing & Reimbursement

Tuesday, May 19<sup>th</sup>, 1:00 – 2:00 PM

## Telehealth Webinar 3: Telehealth Platforms

Thursday, May 21<sup>st</sup>, 11:00 AM - Noon

## Telehealth Webinar 4: Medical

Wednesday, May 27<sup>th</sup>, 11:00 AM – Noon

**Thank you Molina Healthcare for supporting this series**



Pacific Southwest (HHS Region 9)

MHTTC

Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# Putting Health Care in Schools

The California School-Based Health Alliance is the statewide non-profit organization dedicated to **improving the health & academic success** of children & youth by **advancing health services in schools**.

Learn more:  
[schoolhealthcenters.org](http://schoolhealthcenters.org)





## Become a member, get exclusive benefits

- Conference registration discount
- Tools & resources
- Technical assistance

Sign up today:  
[bit.ly/CSHAMembership](https://bit.ly/CSHAMembership)





**Presenter**

**Elizabeth Morrison, LCSW, MAC**

EM Consulting



**Moderator**

**Jessica Dyer, LCSW**

Behavioral Health Project Director,  
California School-Based Health Alliance



Pacific Southwest (HHS Region 9)

MHTTC Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

# Why can't I stop looking at myself?

And other early learnings from Telehealth amid a pandemic

ELIZABETH MORRISON LCSW, MAC

---





1121

GOLDEN VALLEY HEALTH CENTERS  
MEDICAL  
1121 11th Street, NW  
Golden Valley, MN 55427  
(763) 780-1121



GOLDEN VALLEY  
HEALTH CENTERS  
MEDICAL











# Clinical Considerations:

- Engagement
- Confidentiality
- Emergencies
- Other?

---

-



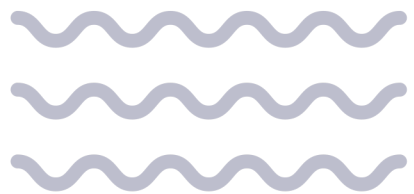


What others tell us, and what they don't, can tell  
us a lot about  
**What we accept or what we judge**



---

When we don't  
perceive acceptance,  
or empathy, **we often  
do not tell the whole  
truth.**






Increased  
attention to  
**process**

Leaning in to the  
clients **home**  
environment





Privacy



Confidential



- **Client** is the measurement of acceptable privacy
- Headphones & phones = **Mobility**



Emergency

- Know where the client **is**
- Know what **services** are available
- Remember **self disclosure** is the only way to assess crisis

# *Ritual*

*noun*

noun: **ritual**; plural noun: **rituals**

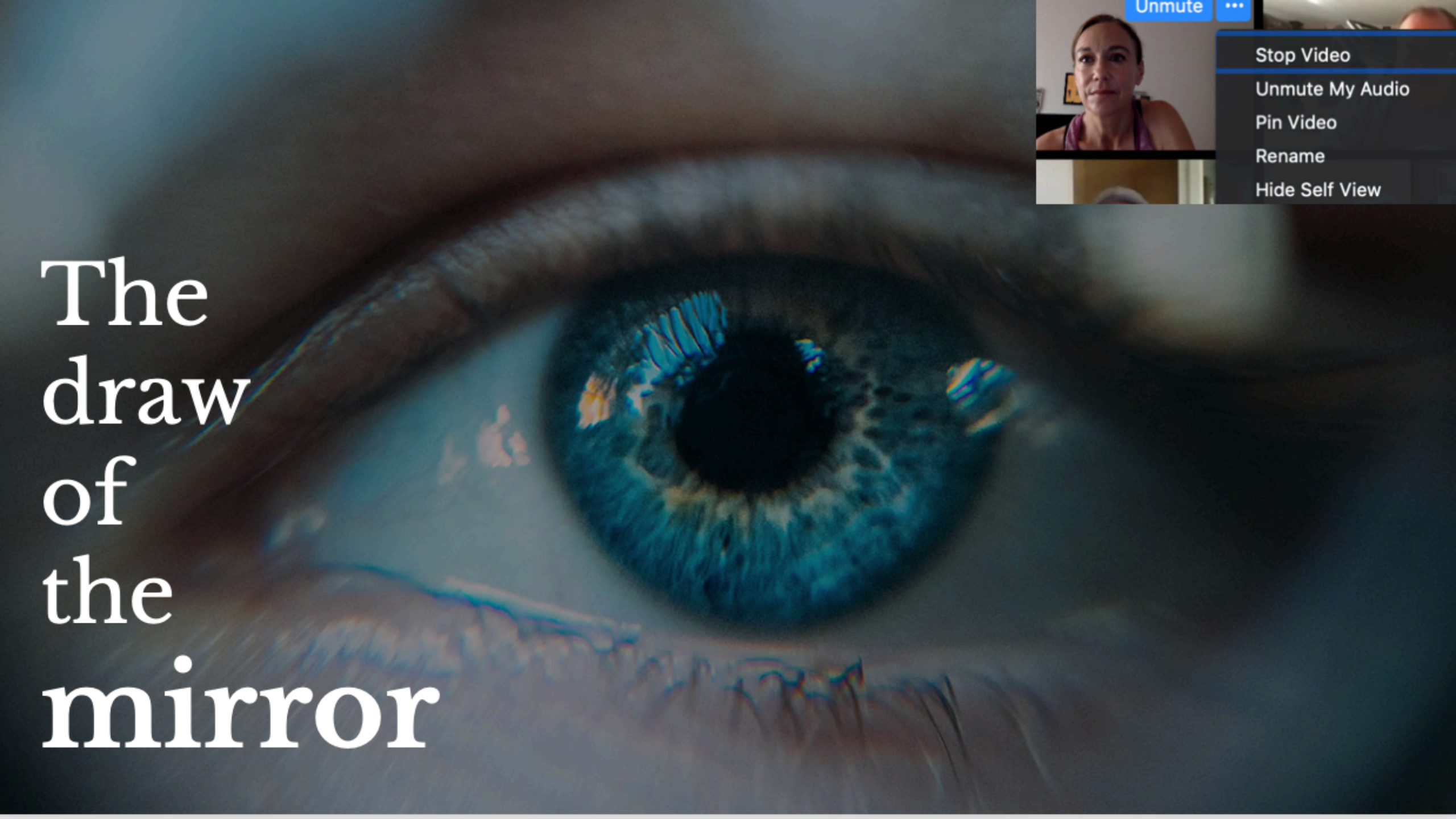
1. a ceremonial act or action






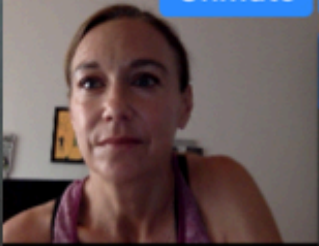
Starving the **eyes** &  
**holding** the phone....





# The draw of the mirror

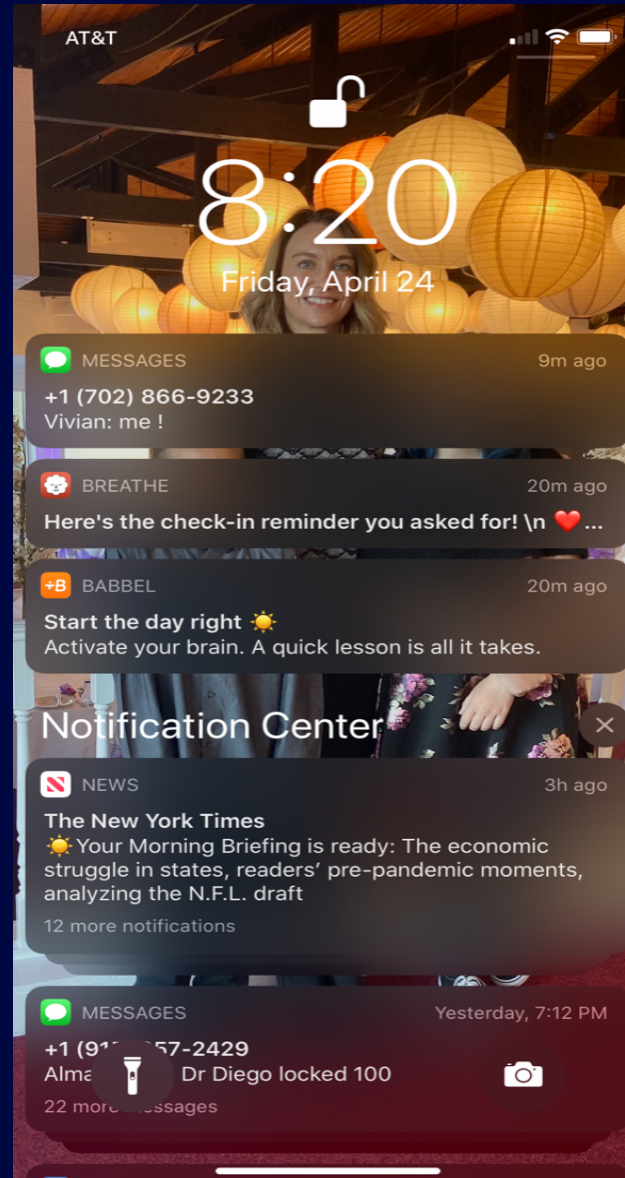
Unmute ...

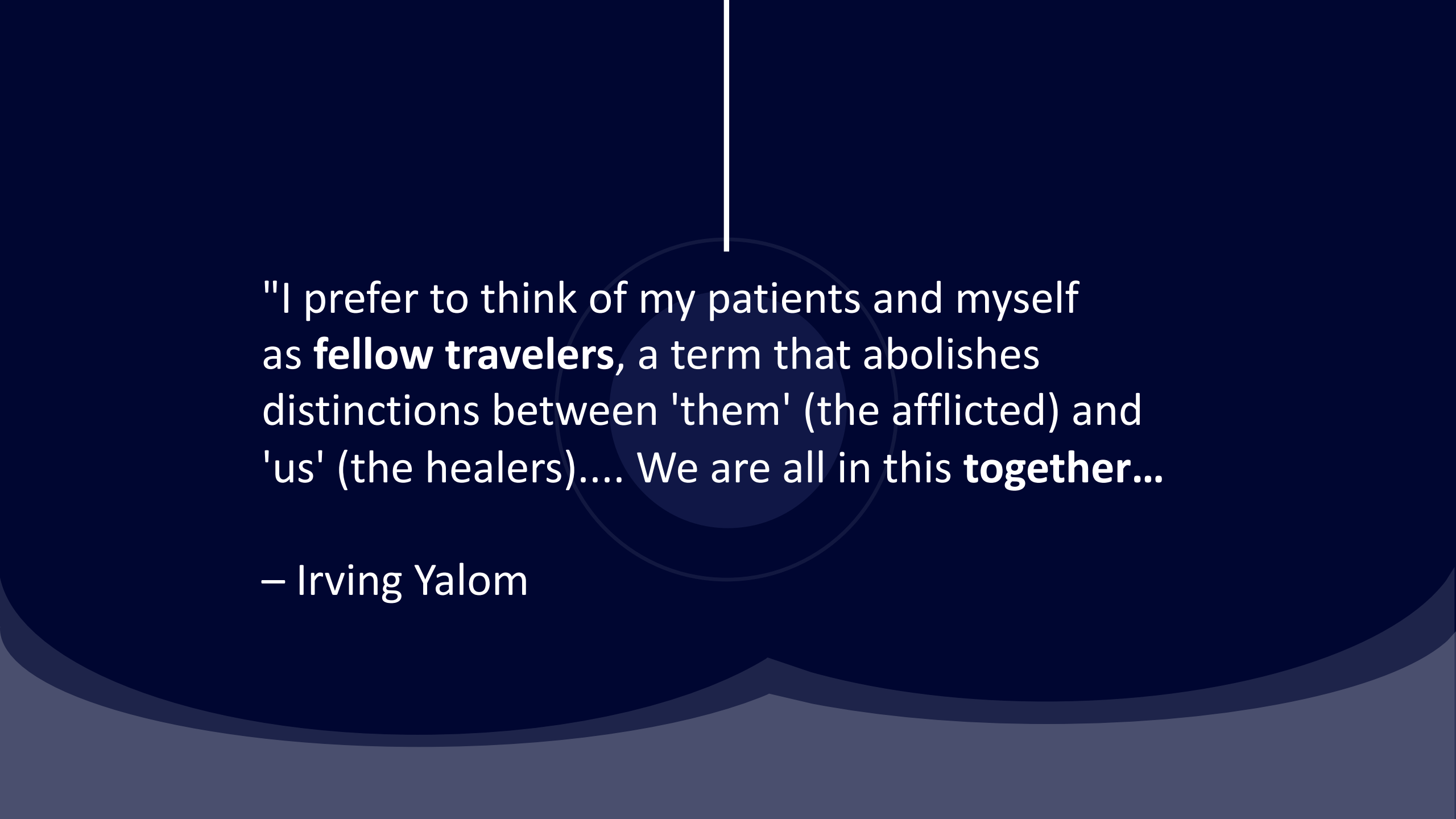


[Stop Video](#)  
[Unmute My Audio](#)  
[Pin Video](#)  
[Rename](#)  
[Hide Self View](#)



# Managing Alerts





"I prefer to think of my patients and myself as **fellow travelers**, a term that abolishes distinctions between 'them' (the afflicted) and 'us' (the healers).... We are all in this **together**...

– Irving Yalom



TAKE

WHAT YOU

NEED

LOVE.

KINDNESS.

INSIGHT.  
LOVE.

On <http://www.rsourced.com/> under the 'Tele-Health' tab:

- This slide deck
  - Nuts and Bolts **work-flows** for Telehealth services
  - Tips connecting empathically on the **phone**
  - Considerations and Tips for successful **video sessions**
  - BH Staff **working from home** agreements
-

For related  
resources, or  
to reach **me:**



**ELIZABETH MORRISON**  
LCSW, MAC

✉ [elizabeth@emorrisonconsulting.com](mailto:elizabeth@emorrisonconsulting.com)  
🌐 [www.emorrisonconsulting.com](http://www.emorrisonconsulting.com)  
🌐 [www.rsourced.com](http://www.rsourced.com)

---

*"Since we are doing therapy on the phone/over video, the same confidentiality rules apply as in-person [explain this if necessary, re: first visit]. But, because we are over the phone/video, I also need to make you aware that: You can verbally withdraw consent to do this type of therapy at any time. That while we are using a HIPPA (or non-HIPAA) compliant/approved mode of protected communication, it is possible for a breach because of technological complications... I understand that if I am in need of emergency mental health services, the protocol for [organization X] is still the same (explain if necessary) Do you **consent** to continue our session?"*



HIPPA-Compliant: Skype for Business, Microsoft Teams, Updox, Vsee, Zoom for Healthcare, Doxy.me, Webex, GoTo Meeting.

Temporarily Allowable Platforms: Non-public facing popular video chat applications such as Face Time, Facebook Messenger, Google Hangouts, Skype, Zoom (non-healthcare).

Non-Allowable Platforms: Facebook Live, Twitch, TikTok and similar applications that are public facing.

# STAY CONNECTED



[schoolhealthcenters.org](https://schoolhealthcenters.org)



[info@schoolhealthcenters.org](mailto:info@schoolhealthcenters.org)



[schoolhealthcenters](https://www.facebook.com/schoolhealthcenters)



[sbh4ca](https://twitter.com/sbh4ca)



[sbh4ca](https://www.instagram.com/sbh4ca)



Gracias

謝謝

Thank you

Cảm ơn

Salamat

Jessica Dyer, LCSW

[jdyer@schoolhealthcenters.org](mailto:jdyer@schoolhealthcenters.org)

510.268.1160

Elizabeth Morrison, LCSW, MAC

[elizabeth@emorrisonconsulting.org](mailto:elizabeth@emorrisonconsulting.org)