

Telehealth NOW!

Ups, downs, and
outcomes in real time



Presenters:

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Campbell County Telehealth Timeline March 2020 - Present



March 19th- Cancelled all non emergent Psychiatric appointments, limited scheduled Counseling services

March 24th- Transitioned all services to Telepsych including group counseling. Crisis services continued as normal

March 25th-27th- Transitioned Psychiatrists and Clinicians to work from home. 2 Clinicians continued to work from the hospital to ensure walk in and ED crisis coverage

June- Staff returned to the hospital, limited to 60% of clients coming into the hospital. Group counseling mix of in person and virtual

Campbell County Telehealth Policies



- Process and instructions to clients- flyers, website, email, phone, one on one trial
- Reminder calls & Check in process
- Telehealth Etiquette- Patient and Provider
- Increased appt. times (Mostly for Psychiatric appts.)
- New billing- Changes to EMR & Coding
- Client materials made available via PDF and mail
- Communication- EMR alerts, Email Tiger Connect, phone=last resort
- Patients Telehealth VS Patients in office

Curran Seeley Telehealth Timeline March 2020 - Present



March 11th - Conversations began with our IT provider regarding remote access and telehealth abilities.

March 16th - Clients were seen in office in the morning and then the office was closed to in person appointment and groups, all clients were informed about the move to telehealth.

March 18th - All groups and individual therapy services began to meet via the telehealth platform, Zoom. All staff were working from home.

June 1st - Staff back in office with increased health and safety protocols/policies, clients continue remote services.

Curran Seeley Telehealth Policies



- Confidentiality challenges and policy updates for clients and staff alike.
- Telehealth etiquette and DO's/DON'Ts.
- New billing, insurance and grant funding policies.
- Changes to client access to material and consent via signature.
- Changes in communication with co-workers and clients

Telehealth strengths...



Campbell County

- Access and Convenience
 - Reduced no show rate
- Buy-in on current remote Psychiatrists
- Availability to services to those impacted most by COVID
- Opportunity to conveniently connect to a provider when services are needed the most
- Attracted new clients in need

Curran Seeley

- Access for clients in remote areas/statewide
- Reducing stigma
- Ability to provide needed services during pandemic
- Safety of the community during a pandemic
- Opportunities to be creative and flexible

Telehealth challenges...



Campbell County

- In person connection
- Strong Internet Connection
- Paperwork
- Staff tech knowledge
- Adapting Services (Time)
- Patient Rounding for Outcomes

Curran Seeley

- Confidentiality- clients/staff
- Accountability
- In person connection
- Tech difficulties - clients/staff
- Access for those with certain barriers

Client Perspective



Campbell County

Decrease in client census for various reasons

Preference Tele VS Office

Tech Challenges

Ease of access

Excuse to get out of treatment

Good and Bad & Best of both worlds

Curran Seeley

Decrease in client census (in the beginning)

Miss the in person connection

Tech challenges: Zoom, EHR, paperwork

Ease of access

Willingness to try new things

Needs continued motivation

Telehealth in the future

Campbell County Health

Insurance Reimbursement

Access to Specialists

Providers to work remotely when situations arise

Accessibility when Wyoming limits travel

Hybrid to accomodate all clients



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Hybrid services increase the ability of agencies to meet client needs in a more robust way.

Access to further reaching rural communities.

Insurance may determine the way forward.



Questions?

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