



Telehealth Intakes and Assessments



9 years ago we started with a grant that helped us support group work - each person would show in a small box on screen

Next we used VIDYO for Telehealth between a consumer and a medical provider or for intakes in a limited capacity. At that time we were also limited to a 20 mile radius by Medicaid.

As with many platforms VIDYO was no longer supported in time.



The next logical steps for Aspire were to look at our current equipment and resources.

What would use the Web - nothing to download or install?

What would continue to be supported?

What could be used on multiple types of devices?

What would offer a secure platform?





Due to Aspire having multiple sites and the desire to use resources wisely - we have been using Google Hangouts for some time for:

Supervision of staff
Off-site participation in meetings
Real time support



What works for Aspire is **Google Meets**

As part of our subscription we have a Business Associates Agreement that gives us:

Web-based, secure platform (HIPPA compliant) that is easy to use and only requires that equipment has a fast upload speed, such as a Chromebook



Once the platform was in place.....

We looked at ways to increase our use... the equipment was in place but it needed to be used

Lessons Learned

- ★ The team needs to feel comfortable using the equipment
Signing on and desk set-up
- ★ The consumer side equipment needs to be easy to support
Chromebook works well for the client side of things and can be “locked down” for only this use
- ★ Each staff member needs to feel comfortable seeing themselves on the screen and doing concurrent documentation - two screens helps with this
- ★ Someone outside of each specific office needs to be the “Traffic Controller”
It is easy to only look at one specific office’s needs



Aspire has offices in Boone, Hamilton, Madison and Marion Counties.....



Multiple counties with multiple offices

Based on the office size we have intake therapists...

If in Anderson, we have 18 people show up for an Open Access intake assessment

And in Lebanon we have 2 people show up for an Open Access intake assessment

It makes sense to share resources between the offices

Our Practice Managers assess the need and then reach out to the other offices to find support.

Real Life Client Side

- Check insurance - cannot be used with Medicare
- Intake Triage Specialist will discuss the option of a Telehealth Intake with the person
- They sign consents for Telehealth
- Person is escorted to a private space
- Coordinator at site signs on to a Chromebook and puts in the meeting ID number
- Session begins
- Close the Chromebook - session ends



Real Life

Telehealth Provider Side

- Set up Google Meets in real time
- Get a meeting ID number

Receive the ID number via
phone/text/hangout/email from the person coordinating
the intake for the client

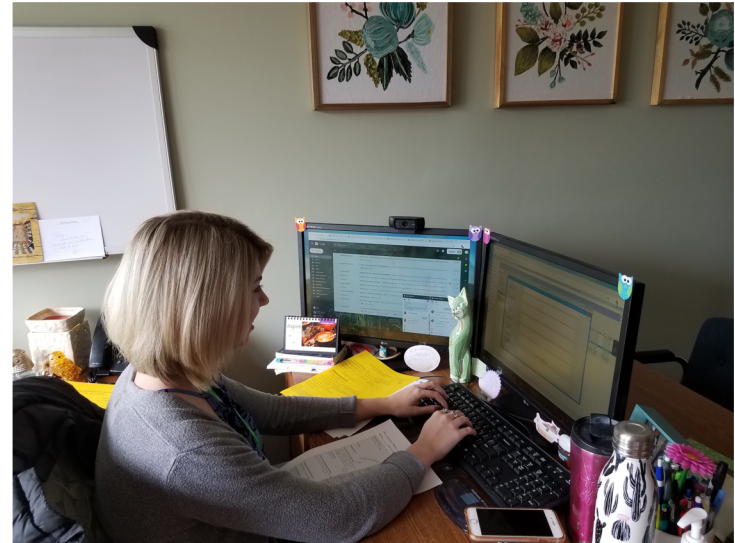
- Meet with the client and complete the assessment notes in EMR
- Send/call/Google Hangout recommendations and notes to client site to schedule next engagement with the client before they leave the site



Aspire Intake Therapists



Brooke Maves, MS



Torie McFerran, LMHCA

Aspire Telehealth Data
5/1/18 - 9/26/18

Intake Assessments **51**

Office providing Service **Number Seen**

Carmel OP	7
DeHaven OP	6
Elwood OP	5
Lebanon OP	29
Noblesville OP	4

Prescriber Appointments **22**

Carmel	1
DeHaven	1
Lebanon	2
Noblesville	1
Willowbrook	7

**Client Site for
Telehealth in
Anderson**

