



Telemental Health Provider Best Practices

- ü A videoconference encounter should be treated with the same professional courtesy as a traditional office visit.
- ü Maintain a professional environment that respects the patient's privacy and confidentiality.
- ü Assess your space and make sure the area that will be seen on camera is neat and organized. Eliminate distracting photos or inappropriate décor.
- ü Ensure cell phones and office phones are muted to avoid interruptions during the session.
- ü Introduce yourself and provide a brief overview of your credentials at the beginning of the first session with a new patient.
- ü Ask the member to verify their name and date of birth to confirm identification.
- ü Confirm the member has signed the consent to receive their session virtually (verify with state guidelines if verbal or written consent is required).
- ü Confirm with member that they are in a private, safe environment.
- ü After introductions, obtain an emergency contact number for the member.
- ü Review your emergency plan with the member before proceeding with the session.

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