



PHP DEPRESSION TRAINING: TELEHEALTH

REDEFINING THE SCOPE OF TELEHEALTH



CAPABILITIES

- Feasible, reliable, scalable
- Integration of screening tools
- Ecological relevance
- Multiple informants and coordination of care



LIMITATIONS

- Physical exam for signs of secondary concerns
- Dependence on reliable technology
- Avoidance and adherence concerns



POST-PANDEMIC LESSONS

- Digital divide and inequities in access
- Privacy and confidentiality
- Threat of rolling back of flexibilities
- Threat of non-parity of reimbursement
- Concern for fraud, abuse and quality



STAYING CONNECTED

HARNESSING THE POWER OF SOCIAL MEDIA

Define your role

- Creator
- Curator
- Influencer

Define your purpose

- Information
- Engagement
- Advocacy

Key Considerations:

- Ethical
- HIPAA/regulatory
- Handling comments concerning self harm
- Liability
- Financial/ROI

BUILDING PRACTICE PRESENCE WITH A WEBSITE

- **Why:** captivating message and philosophy
- **Who:** provider profiles
- **Where:** offering 'telehealth'
- **What:** services and conditions including mental health
- **How:** contact methods, smart virtual assistant
- **When:** value added – weekend, after hours, hospital affiliations

COMMUNICATING THROUGH A PATIENT PORTAL

- Tool to comply with the 21st century CURES act
- UX – User Experience considerations
- Engagement tool for treatment plan adherence
- Used case for self regulation skills and safety for teenagers
- Bidirectional communication WITH CAVEATS

Balancing privacy and engagement

- Proxy account vs separate account for parent and teenager

Setting expectations (and limits)

- Sharing medical information
- Lab results released before physician review
- Turnaround time and coverage
- NOT a replacement for follow up visit



For more information, please visit:

<https://ohioaap.org/education-cme-moc-ii/preventive-health-program/>