

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH

QUALITY ASSURANCE UNIT

**Use of Telephone & Telehealth for Group & Family Sessions
During the COVID-19 Crisis**

In order to minimize the spread of COVID-19, DMH is temporarily using telephone and telehealth to provide group and family services to our clients.

Telephone
Audio

Options:

- Teleconference line or Skype w/o visual
- County iPhone—conference call (limit 5)
- Personal iPhone / Android—conference call (limit 5 / 6)

Considerations:

- Clients' data limits—fees for extra data
- Personal cell phone—block your phone# (Settings-Phone>Show My Caller ID off; or dial *67 then enter #)
- Clients have ability to forward teleconference line# to

Telehealth
Audio & Visual

Options: *current* directly-operated approved platforms:

- Skype for Business
- FaceTime (ONLY on county-issued iPhone)

Considerations:

- Clients' accessibility of devices (e.g., FaceTime requires Apple product), WiFi, and data limits
- Visibility of all clients' personal emails or phone #s (via Skype or FaceTime)
- Clients have ability to forward Skype Meeting invite to outside parties

PRIOR to Conducting the Group/Family Session: Contact each Client Individually

- Discuss client's accessibility of devices, WiFi, cellular data limits (if applicable)
- Review MH739 (Consent for Providing Group Services via Telephone and Telehealth), obtain client's verbal consent and complete documentation (refer to **QA Bulletin 20-01 Provision of SMHS During COVID-19 Crisis**)
- Notify client of scheduled session date/time with information on how to access the session

Ways to Mitigate Privacy & Security Risks

- When scheduling a Skype for Business group/family session:
 - ⇒ Double-check to confirm that you entered the correct email address for each client
 - ⇒ Enter a generic Subject line in the Skype Meeting invite (e.g., Skype Meeting); do not include any mental health related identifier (e.g., CBT Group for Depression)
 - ⇒ Add clients' email addresses as a blind copy by adding them to the Resources' line
- FaceTime:
 - ⇒ Limit use to family sessions where members already know each other's phone numbers
- Inform clients that they should be in a private area, ideally wearing headphones, to avoid non-group members from listening to the session.
- Inform clients NOT to:
 - ⇒ forward Skype Meeting invite or conference line
 - ⇒ add members on FaceTime
 - ⇒ record group/family sessions

DURING the Group/Family Session: Set Ground Rules at the Start

- Have all group members introduce themselves (first name only)
- Discuss back-up plans for:
 - ⇒ Dropped calls, connectivity issues
 - ⇒ Emergency scenarios that may arise
- Review basic rules to mitigate confidentiality and privacy risks
- Set rules for when to speak:
 - ⇒ One person speaks at a time
 - ⇒ Have group members say their first name before speaking (especially if conducted via telephone)
 - ⇒ Have members who are not speaking mute themselves

Directly-operated: For additional information, click on this link [DMH Tele-Communication & Collaboration Toolkit Cheat Sheet](#)

Questions & Contact

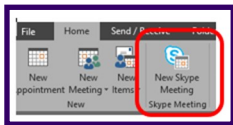
QualityAssurance@dmh.lacounty.gov

How to Set Up Your Group / Family Session via Telephone or Telehealth

Setting up a Group via Telephone Conference:

Conference Call via Skype

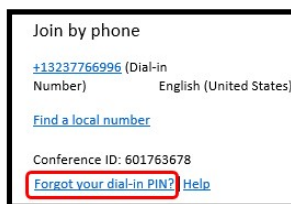
- Set up a Skype Meeting on your Outlook Calendar:



- If using Office 365 on your personal computer, select "New Event." Enter "Skype Meeting" in the title and select "Skype Meeting" under Location



- Skype for Business will provide a conference telephone number and conference ID.
- Prior to the group, set up a pin number to allow you to be the Group Organizer. Select "Forgot your dial-in PIN" to access this number and "Reset PIN"
- Contact your group members individually and provide the conference phone number and conference ID



Conference Call via DMH Conference Host Line

- If you and your program does not have a conference host line, please contact teleconferences@att.com or call 1-800-526-2655 to request an access code. (DO only)
- Contact your group members individually and provide the conference phone number and conference ID.

Conference Call via iPhone or Android Phone

Recommend limiting use to family sessions where members already know each other's phone numbers

- Place a call to the first group member and select the **Add Call** icon. The first caller will be put on hold while you are call the second phone number.
- Select **Merge Calls** icon to connect the callers.
- Repeat #1 to add other group members to the call. Keep in mind that there is a 5 (i-Phone) or 6 (Android) caller limit for conference calls.

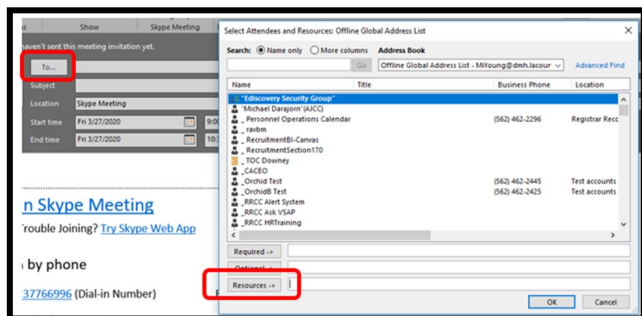
To hide your phone number:

- Press *67 prior to making a call, or Go to your phone's Settings and turn off Caller ID

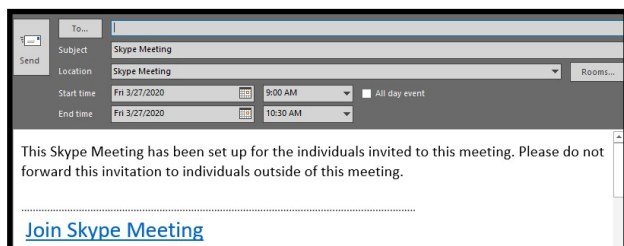
Setting up a Group via Telehealth:

Skype for Business (Use DMH Skype for Business only)

- Set up a Skype Meeting on your Outlook Calendar
- Select the "To" button to enter each group member's email address. In order to keep email addresses confidential, enter the email address in the "Resources" line. This blind copies the invitation to all recipients.



- Enter the date and time of your group.
- Within the Skype invitation, remind group members to refrain from forwarding the meeting:



FaceTime (Use a DMH issued iPhone only)

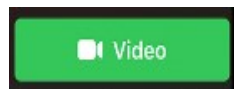
Recommend limiting use to family sessions where members already know each other's phone number



- Select the FaceTime app on your iPhone



- Select the "+" icon to add each group member's phone number



- Once every group members' phone number is entered, select the Video icon to start your group: