

Make Telehealth Work for You

Video and Discussion Guides

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EVALUATION OF TELEHEALTH SERVICES ON MENTAL HEALTH OUTCOMES

for People with Intellectual and Developmental Disabilities



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My Telehealth Guide

Video Guide Instructions for Service Users and Mental Health Providers

Telehealth is a way to provide services to people using video, internet, or phone.

Our team includes researchers, people with intellectual and developmental disabilities (IDD) and mental health service experiences, family caregivers, and mental health providers. We designed this video and accompanying discussion guides for people with IDD, their families, and mental health providers. We want to make sure telehealth services work for people with IDD.

The video describes what providers can do to make sure people with IDD can get good mental health care on telehealth.

“My Telehealth Guide” was designed to be used by people with IDD.

The “Mental Health Provider Guidelines” provide additional instructions for mental health providers.

After watching the video, people with IDD can read and fill out the “My Telehealth Guide.” They can choose to:

- Fill out the guide alone or with help, and then share the guide with their mental health provider, or
- Fill out the guide with their mental health provider.

People with IDD and mental health providers can work together, using the video and discussion guides, to make sure telehealth services meet each person’s needs.

Watch the video “What your mental health provider can do to make telehealth work for you” by scanning the QR code below



My Telehealth Guide

What is Telehealth?



Telehealth is when you meet with your mental health provider using the phone or the computer.

Who I meet with over telehealth:

Telehealth Technology and Accommodations



What technology do I want to use for telehealth?

- Phone iPad or Tablet Laptop or Computer

I want to practice using telehealth technology.

- Yes No



My accommodations for telehealth:

- Support person Captions on screen
 Interpreter Chat/Messaging Breaks
 Other: _____

Where is a comfortable place where I can do telehealth?

- Living room Bedroom
 Kitchen Other: _____
-

Privacy for Telehealth Meetings



How to keep my meeting private:

- Go in a room by myself Use headphones
 Ask other people to be quiet or give me privacy
 Other: _____
-

My Telehealth Guide

Activities on Telehealth

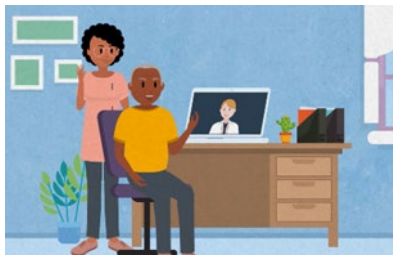


You will do activities on telehealth.
Your provider will give you what you need.

I have these things at home:

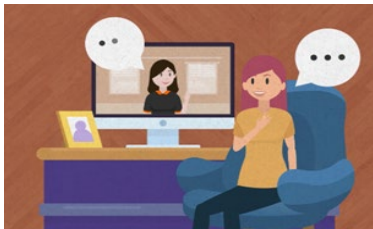
- Paper
- Pens, Pencils, or Markers
- Playing cards
- Timer
- Fidget toys
- Other: _____

Getting Support During Telehealth Meetings



You can choose someone you trust, like a family member, friend, or staff member, to support you with your telehealth meetings.

My Telehealth support person:



If you need help during your telehealth meeting, tell your provider.

They will help you.

Study Info

Go to <https://iod.unh.edu/start-telehealth-study> to learn more about the study.



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Mental Health Provider Guidelines

Additional Instructions for Mental Health Providers

Some people do not know what telehealth is used for or what to expect from a telehealth service experience. Telehealth is a change in the service environment that requires planning, knowledge, and active collaboration.

The video provided is intended to help orient a person with IDD about mental health service experiences in the context of telehealth. However, watching the video is not intended to be passive, but a method to promote active interaction and decision-making between you and the service recipient.

It is important that the provider discusses the specific information found in the video either following or prior to viewing the video. This includes:

1. Discuss what you hope to provide via telehealth, how often, length of sessions, and how it will be scheduled.
2. Review telehealth technology types and discuss personal preferences, access accommodations, and available resources.
3. Review technology and ensure that the person knows how to use the telehealth platform and all it has to offer (i.e. zoom).
4. Practice before your first session. This includes making sure the person is in a private, quiet, and comfortable setting. Adjust as needed.
5. Discuss options should a person want someone to attend the session(s) with them.
6. Examine methods for telehealth sessions. This includes creative activities, the use of materials, or simply conversing. It is important that the sessions are meaningful and help to address mental health needs.
7. Consider how a person's gender identity and expression, age, culture, language use, religion, race, ethnicity, and disability may inform their approach to the use of telehealth.
8. Following each session ask for feedback, how did the session go, what else was needed, how to make it better etc.