

Preparing for Telehealth Checklist:

Are you ready to deliver services in a live video format (i.e. telehealth)?

Service coordinators (SCs) are working diligently with families to help them make informed decisions related to their service delivery during the COVID-19 pandemic. Some families may not be interested in or able to participate in live video visits and some service providers may not be able to or feel ready to provide services in this format. If a family chooses the telehealth option, this checklist can help determine your readiness for providing services in a live video format (i.e. teletherapy or telehealth) and help limit frustration or eliminate barriers to service delivery.

Provider Telehealth Checklist	Yes	No
Have you completed the required training Using Live Video Visits in Early Intervention (During COVID-19) ?		
Have you read and understand the most updated guidance and FAQ related to telehealth provided by IDHS?		
Has the service coordinator obtained consent from the families wanting telehealth? <ul style="list-style-type: none"> • The provider is not required to obtain additional consent for their own records. • Please be patient as SCs work with families and gain informed consent. It may take several attempts to reach the family and many families may need time to make this decision. 		
Have you completed the Professional Technology Checklist for Live Video EI Visits ?		
Will you be able to answer a family's questions related to technology , including data usage or troubleshooting issues?		
Do you have a private/confidential space to connect with families during your visits?		
Have you familiarized yourself with a video conferencing platform to use for visits?		
Have you communicated with the CFC about your availability to provide telehealth and your chosen platform for live video visits?		
Did you watch A Parent's Experience (4 min video from NCHAM) to better understand questions or concerns from families using telehealth services?		
Have you reviewed the Joint Planning Document for Preparation for Live Video EI Visits and considered how you might use it with families?		
Do you understand the billing codes and documentation requirements for live video visits? <ul style="list-style-type: none"> • If you bill insurance, know the requirements for insurance reimbursement • Live video visits may impact family fee/insurance and the family's decision 		

If you answered YES to all questions, then you may be ready to offer services in this format!

Remember, not all families are choosing this service delivery method and service coordinators are doing the best they can to reach and support families in this decision making process. If you are ready to proceed with the families who have provided consent then we encourage you to review the **Telehealth Tips** document and additional resources on the [Live Video Visits resource page](#) to support your work.

If you answered NO to some or all questions, then consider if this is the right format for you to deliver services or determine what you would need to do to get ready. If this is not the best format for you, or the families you serve, then consider how you can use the [Partnering with Families through Consultation Time \(telephone only\)](#) tip sheet to support you.

Remember everyone is unique!

It is essential for families to have the opportunity to make informed decisions for their unique circumstances. If the family chooses to wait on all services right now or you determine that telehealth is not the right fit, then you may consider using this time to do the following:

- build relationships with fellow team members utilizing IFSP development time to plan around existing outcomes and strategies to support the families.
- further your own professional development.
- prioritize your own self-care and wellness.