TELEHEALTH GUIDE for LA STAFF

Which Platform to Choose?

- Remote appointments must be conducted through secure methods. Agencies are expected to discuss and verify their local IT department's recommendations and Local Agency policies related to secure messaging, calls, and video chats. Although WIC is *not* required to be HIPAA-compliant, it's important that WIC services are provided in a confidential manner.

- Notification of Enforcement Discretion for Telehealth Remote Communications During the COVID-19 Nationwide Public Health Emergency: The Office for Civil Rights (OCR) will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency.

    - Providers may use popular applications that allow for video chats including: Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, Zoom or Skype

    - Providers are encouraged to notify patients of potential privacy risks.

    - Providers should NOT use: Facebook Live, Twitch, TikTok and similar public facing video applications.

- If you choose to use a HIPAA-compliant platform, the following examples can meet your needs: Doxy.me, Thera-Link, TheraNest, SimplePractice, Zoom for Healthcare, Vsee, GoToMeeting, Medici, Mend, Chiron Health, VTConnect. Pricing and specifics for these platforms.

Guidance for Zoom Video Meetings

1. Download and Install Zoom Client for Meetings

2. Create a Zoom account

    a. Before you can use Zoom, you must create a Zoom account. Open Zoom click "Sign In", then "Sign Up Free".

    b. Once your account has been activated, take some time to learn the basic functionality of Zoom. Zoom Tutorials

3. Get technical support Zoom Technical Support

Guidance for Google Meet (Hangouts) Video Meetings

1. Create a Google Account

    a. Before you can use Google Meet, you must create your Google Account

2. Once your account has been activated, take some time to learn the basic functionality of Google Meet through Google Meet Training

3. Get technical support Hangouts Help

Guidance for Microsoft Teams Video Meetings

1. Download and Install [Microsoft Teams](#)

2. Create a Microsoft Teams Account

    a. Before you can use Microsoft teams, you must create a Microsoft account. Open Microsoft Teams and click "sign up for free".

3. Once your account has been activated, take some time to learn the basic functionality of Microsoft Teams through these easy demos. Each demo takes approximately 5 minutes.

    a. [Teams Basics](#)

    b. [Chats and Meetings](#)

    c. [Tips and Tricks](#)

4. Get technical support [Contact Office Support](#)

Make your virtual meeting successful

1. Clearly communicate with your clients

    a. Let them know how they will receive their invitation (i.e.- email, text, etc.)

    b. Provide information on how to join their virtual meeting (refer to parent guidance documents).

    c. Let clients know ahead of time what items are needed during their appointment (For example: if offering breastfeeding support for latch, recommend they have their baby, a breast pump and wear loose-fitting clothing). This helps to avoid time spent waiting for clients to gather necessary items during your meeting.

    d. Consider having a primary staff member responsible for tech support and addressing phone calls from clients having trouble connecting. Include in their meeting invitation a phone number to call if they are having problems connecting.

2. Tips for breastfeeding counseling developed by LER

    a. [Telehealth Resources and Tips](#)

    b. [Teleconsult 101](#)

    c. [ready.set.teleconsult! For providers](#)

3. [Tips for phone calls](#) from Minnesota Dept of Health

4. [Virtual meeting guides](#) for parents developed by LER for breastfeeding families