



Quick Guide: Telehealth Checklist for Behavioral Health Services Providers

Consider Telehealth in specific and/or limited circumstances and in consultation with your program's supervisors and management.

- Confirm the identity of the client and support people/family who are in session
- Verify the location of the client
- Assess client appropriateness for telehealth services continuously
- Give provider's immediate contact information to the client and/or support people/family who are in session
- Obtain immediate contact information for the client and/or support people/family who are in session as well as emergency contact information
- Review expectations for contact between telehealth sessions, including the means of contact, appropriate circumstances for contact, and expected timeframe for response
- Review crisis resources, such as [OC Links](#) for crisis assessment, the nearest emergency room, or calling 9-1-1
- Obtain informed consent for telehealth services
- Document the telehealth service in accordance with documentation guidelines for telehealth

*American Telemedicine Association, 2013; The American Psychiatric Association & American Telemedicine Association, 2018