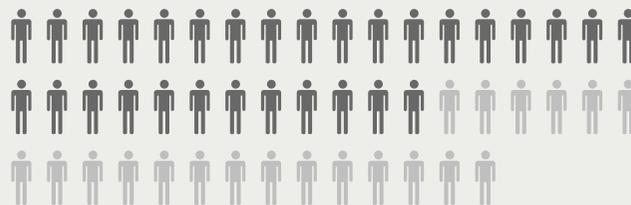


## SELECTING A TELEHEALTH PROVIDER: Tips for supporting families when using telehealth to provide services

HERE ARE SOME KEY CONSIDERATIONS FOR PROVIDERS TO CONSIDER AS THEY WORK TOGETHER WITH PARENTS & CAREGIVERS TO SELECT THE BEST PROVIDER FOR THEIR SITUATION:



My patients and their families want a telehealth provider. Where do I start?



## GENERAL CONSIDERATIONS

In many cases, primary care providers (PCP) will refer families to another provider, typically a specialist, who uses telehealth to deliver services. In that scenario, families may feel a level of comfort in knowing that their PCP is familiar with this telehealth provider. More often than not, this is a completely new process that families are embarking on. The role of the provider is incredibly important to help families navigate the world of telehealth. Below are just a couple of ways providers can support families in selecting the right provider for their situation.



## research



Research providers by checking with licensing boards to see if any complaints have been lodged against them.



## *licensing boards*

### guidelines

Check to see if a provider is following the guidelines and/or rules of its licensing board that may be required for providers to follow if providing services via telehealth.

Federation of State Medical Boards Central Contact List



### health plans

Health plans can also help find telehealth providers within a network. Depending on the state, a health plan may be required to provide a list of telehealth providers in their provider directories, in addition to what services may be provided via telehealth.

**NOTE:** Health plans may also have a telehealth program that they refer enrollees to.

## SPECIFIC CONSIDERATIONS

For programs or parents who are looking for a very specific type of telehealth provider, such as a pediatric psychiatrist who works with children with autism, there may be more specific questions you may need to ask or qualities to look for.



### IMPORTANT TIP!

Also, consider in this example what process is used to diagnose the child. The type of evaluation required for diagnosis via telehealth will likely depend on a specific payer's policies.

example:

...it may be incredibly important to a family to find a pediatric psychiatrist with autism diagnosing and intervention experience that does not differ when transferred from in-person care to telehealth. Additional considerations may include:

**GOOD ON  
CAMERA  
DEMEANOR**

this has been found to be helpful when interacting with small children and creating a strong provider-client rapport

**GOOD ON  
CAMERA  
SET UP**

background, lighting, etc. can affect the image the patient gets.



**The Modified Checklist for Autism in Toddlers (M-CHAT)**



**Childhood Autism Rating Scale (CARS)**



**Autism Diagnostic Observation Schedule - Second Edition (ADOS-2)**

The Modified Checklist for Autism in Toddlers (M-CHAT) and Childhood Autism Rating Scale (CARS) lend themselves well to being completed via telehealth as they are screeners that are completed by parents and the provider. However, the gold standard for autism diagnosis in a clinical setting is the use of the Autism Diagnostic Observation Schedule-Second Edition (ADOS-2), which may be more difficult to use as it requires a therapist to interact with the child through different activities involving toys and other materials. This more physical aspect of the diagnostic tool may be more difficult to achieve with telehealth, though not impossible. In order to properly administer the ADOS-2, there would need to be more pre-training with the parents or whoever is with the child to act as the “hands” for the provider.

# other considerations in selecting a telehealth provider for a child with autism:



**1** Ensure the platform being used is secure and meets privacy requirements



**2** Make sure the provider's interaction is as good with the parent/caregiver as it is with the child/client. As mentioned above in regards to the ADOS diagnostic tool, the parent/caregiver might have to act as the provider's hands. In this example, it will be crucial for the provider to walk the parent/caregiver through everything that will happen in the interaction, what might be asked of the parent/caregiver, and what might be needed during the visit, such as any particular toys or materials. **It is crucial to find a provider who is comfortable preparing the parent for everything in the visit as this is likely a new experience for the parent.**

**3** Check to be sure the provider's credentials and license are in good standing. The state Medical Board should have this information.

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