



# TELEPHONE AND TELEHEALTH COMMUNICATION WITH CLIENTS: USEFUL REMINDERS

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*County of San Diego*





## Session Preparation: Situating Myself

- My technology and devices
  - Phone or video
- Where I am sitting? What are the distractions?
- Technology check, prior to session – set expectations for Telehealth
- Backup plan if call drops
- High Acuity Clients and Risk



## Tips for Progress Note Documentation

- Include in narrative what you ‘observed’
- Chief complaint, Intervention, and Response
  - More than clothing and hygiene / grooming
  - Include nonverbal pauses, breathing, sighing as client describes the current problems and participates in session
- Make note of technology interruptions
- Overall risk
  - Inquire directly with client



- CIBHS webinar Series Minimizing Disruptions in Care <https://www.cibhs.org/minimizing-disruptions-care>
  - EM Consulting: EMPATHIC COMMUNICATION ON THE PHONE
- **COMPLETING CANS VIA PHONE- Drs. Lyons and Fernando**  
<https://tcomconversations.org/2020/04/08/collaborative-assessment-in-the-new-normal-completing-the-cans-and-ansa-via-phone/>
- **Telehealth and Suicidal Clients** <https://mhanys.org/wp-content/uploads/2020/03/NYSPI-CPI-Telehealth-Tips-with-Suicidal-Clients-03-25-20.pdf>
- **DHCS IN 20-009 -Conducting 5150 via telehealth is allowable**  
<https://www.dhcs.ca.gov/Documents/COVID-19/IN-20-009-Guidance-on-COVID-19-for-Behavioral-Health.pdf>
- MY3 App <https://my3app.org/>