



Southlake Autism and Behavior Services, PA

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Telehealth Overview for Caregivers

Telehealth

The purpose of Telehealth is to improve a patient's health by permitting two-way, real-time, interactive communication between the patients and the physician or practitioner at a distant site. Telehealth utilizes electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional health-related education, public health and health administration. Telehealth systems provide a live, interactive audio-video communication or videoconferencing connection between the patient in need of services and the therapeutic service delivery system.

Technology

Telehealth is flexible in a way that a therapist can provide training, consultation or delivery of services from any location where internet and two electronic devices (e.g., tablet, computer) are available. For example, the therapist may be located at the office and provide services through a laptop computer that is connected to a tablet (or another computer) located at the client's home. Then, the therapist can observe and communicate with the client or client's guardians via the devices' built-in webcams and microphones. Health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, Skype or Zoom to provide telehealth.

Sessions/Consultation

Telehealth is an effective system of delivery for ABA providers and patients who cannot meet in the traditional face-to-face consultation or treatment. Session times may range from 15 minutes to an hour. Multiple sessions can be scheduled throughout the day. Session topics may include caregiver training, educational material, assisting in implementing programs at home, treatment of problem behavior, and teaching of functional communication. Sessions will be led by technicians and certified staff under the direction of the client's lead BCBA.

Privacy and Locations

Patient privacy and confidentiality will be maintained at all times while receiving telehealth services. The physical location in which the telehealth assessment/treatment takes place will be one which provides the most privacy available. While this may sometimes be challenging, given that some locations may not be conducive to ensuring privacy, the clinician providing assessment/treatment and treatment will use their best judgment to determine whether the telehealth assessment/treatment setting is appropriate.

Scheduling

All telehealth sessions and consultations will be scheduled through the staff manager and client's case manager team. Communication between caregivers and administration will continue through email.

Question/Concerns

Please direct all telehealth questions or concerns to your child's lead BCBA or the SABS administrative staff using the info@southlakeautism.com email.