

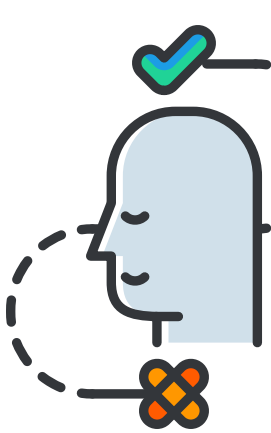
# TELEHEALTH 101

## for mental health & behavioral health services



During the COVID-19 crisis, many health services are being offered online and by phone. Here's how to make these visits work best for your child and your family. For more information visit us at [www.ppal.net](http://www.ppal.net)

### Pros and Cons



- Easier to “get to” appointments = fewer missed appointments
- Reduces pressure, expense of traveling to appointment
- Distance doesn't matter = increased services for people in less served areas
- May be harder to build a new relationship during virtual treatment (ex: harder to engage in play/talk with child)
- May require more of caregiver to help child attend/participate
- Unlikely to work equally well as in person visits for all services
- Privacy issues and mobile crisis services more challenging

### What to Expect



- **Trouble Focusing** - many kids can't focus on a screen for an entire appointment
  - ask child's therapist for shorter, more frequent sessions
  - if possible, sit with your child to help them focus
  - use some appointment time to talk to your child's therapist yourself; they can help make a plan to solve problems with your child's behavior at home
- **Lack of Privacy** - older children and youth may want privacy during their appointments
  - find a quiet space for your child's appointment; use a large closet or take a walk
  - play white noise on a computer or phone, or set the radio between stations
- **Technical Problems**
  - download any apps or programs ahead of time, and do a trial run
  - have your provider's phone number handy so you can call for help
  - if your connection is too slow, try closing all other programs and apps
  - ask your provider to call you instead. During the COVID-19 crisis, any services your insurance has approved can be provided in person, on a video chat, or on a simple phone call.

# TELEHEALTH 101

## for mental health & behavioral health services



During the COVID-19 crisis, many health services are being offered online and by phone. Here's how to make these visits work best for your child and your family. For more information visit us at [www.ppal.net](http://www.ppal.net)

### Tips for Getting Heard During COVID-19 Crisis



- When it's urgent, make yourself heard. It's important to say "**IT'S A MATTER OF HEALTH AND SAFETY.**"
- If it's hard to find a psychiatrist, loop in your child's pediatrician. Pediatricians can call [MCPAP](#) for a psychiatry referrals.
- Call a trusted friend, advocacy organization (like PPAL) or community member (like a clergy person) if you need help figuring out next steps or advocating for your child.
- Ask your child's pediatrician or trusted community member to make calls with you (conference call) if you'd like help asking for services.

### Looking for Help?



- **Who to Contact for Support or Questions About Your Child's Services**
  - **PPAL** Family-driven support for families whose children have emotional, behavioral and mental health needs.
  - **Mass Family Voices** Family-centered care for children and youth with special health care needs and/or disabilities
- **Where to Look for a Clinician Accepting Your Insurance**
  - Network of Care Massachusetts [services and resources](#)
  - Psychology Today [clinician search](#)
  - UMASS LINK-KID child trauma [therapy referral services](#)
  - MassHealth Behavioral Health [provider list](#)
  - Private insurers have lists of mental health providers members can access
  - Massachusetts Behavioral Health Access ([MABHA](#))
  - William James Interface Referral Service ([community list](#))



### Telehealth Basics: Resources for Getting Started



- **Fact sheet** "[How to Prepare for a Video Appointment with Your Mental Health Clinician](#)"
- **Article** "[What parents need to know about remote mental health treatment](#)"