



Telehealth Outreach Program Emergency Protocol: Home-Based

A caregiver or a designated adult required to be present during home-based telehealth services for the entire duration of the session. This will be verified prior to each telehealth session and may be verified during the session. If a caregiver or designated adult is not one of the designated adults on the emergency contacts, then the clinician will need their contact information prior to the start of the session.

Emergency Contacts

The following are the designated adults to be contacted in case of emergency

Designated Adult 1:

Name: _____ Home Number: _____
Cell Number: _____ Office Number: _____
Relationship: Legal Guardian Parent/Caregiver Other: _____

Designated Adult 2:

Name: _____ Home Number: _____
Cell Number: _____ Office Number: _____
Relationship: Legal Guardian Parent/Caregiver Other: _____

Designated Adult 3:

Name: _____ Home Number: _____
Cell Number: _____ Office Number: _____
Relationship: Legal Guardian Parent/Caregiver Other: _____

Emergency Situations

Telehealth sessions are not intended to treat or manage emergent situations. The following protocol should be followed when dealing with emergencies:

Emergency Definition: any situation that requires immediate attention or intervention

Types of Emergencies that may arise during a telehealth service include:

- Mental health emergencies such as suicidal ideation, behavioral or emotional outbursts, or threats of violence toward others
- Medical events that pose immediate risk to the health and wellbeing of the child or are life threatening



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Emergency Protocol Steps:

1. Clinician calls designated adult 1, informs the person of the emergency situation, and asks that the person immediately go to the room where the child is in order to intervene.
2. If the clinician is unable to reach the designated adult, the clinician attempts to reach designated adults 2 and 3.

In the event an emergent situation arises during a telehealth consult and the emergency contact is not available or able to be reached to manage the emergency or is in need of assistance, the clinician will:

- Immediately call 911, if indicated
- Contact the designated adults to advise them of the emergency and seek assistance
- Assist in the coordination of care when possible
- Notify the DCAC Clinical Supervisor

I agree with the Emergency Protocol established and hereby give permission for the DCAC to contact the designated contacts in the event of an emergency.

Signature of parent/guardian

Date

Printed name

Witness