**Rubric for the Protocol for Handling Telehealth Emergencies**

**Group #:**

Not all patients are appropriate for telehealth visits. As the protocol is developed, determine who is not appropriate for a telehealth visit in your practice (i.e., Suicidal patients), then develop an emergency plan should something arise during the visit that would require immediate assistance or EMS. Emergencies may include both physical and mental health crisis. This protocol is the emergency plan for the practice. It needs to be outlined so that the provider can access it and know what to do if an emergency occurs:

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| **Required Content** | **Score** | **Comment** |
| Provides guidelines for patient’s situation during a telehealth encounter that indicate that an emergency plan be initiated | /2 |  |
| Outlines how the environment will be assessed for safety prior to and at the beginning of the visit (i.e., is there someone available at the site) | /1 |  |
| Requires that the provider obtain the address where the patient is located | /1 |  |
| Identifies how the provider can obtain access to EMS or the local 911 | /2 |  |
| Required the provider to obtain the contact number of an emergency family contact/or staff located near the patient | /1 |  |
| Provides a tele-suicide plan in case the patient is deemed at risk during the encounter | /2 |  |
| The protocol easy to use in the event of an emergency | /1 |  |