

TELECONSULTATION GUIDANCE FOR CHILD CARE HEALTH CONSULTANTS IN COLORADO

This temporary guidance is provided to child care health consultants in Colorado who may choose to provide teleconsultation to child care programs during the COVID-19 pandemic.

WHAT IS TELECONSULTATION?

Teleconsultation is a tool that may be considered by child care health consultants (CCHCs) to provide consultation services to child care programs. Participants can see and hear one another, engage in discussions and consultations using a secured, HIPAA compliant, video conferencing application.

In March, 2020, the Office for Civil Rights at the U.S Department of Health and Human Services announced, effective immediately, it will exercise its enforcement discretion and waive potential penalties for HIPAA violations against health care providers, who serve patients through everyday communication technologies, during the COVID-19 nationwide public health emergency.

It is important to know that this waiver is only in place for the duration of the national COVID-19 emergency declaration. CCHCs should use due diligence to ensure the protection of protected health information (PHI).

Please note that teleconsultation is **NOT** the same as telemedicine. Telemedicine is the remote diagnosis and treatment of patients by a clinician.

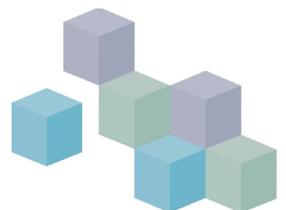
TELECONSULTATION FOR CHILD CARE HEALTH CONSULTATION

CAN PROVIDE

- Monthly and as needed “visits” for licensed child care programs
- Completion of Medication Administration Training (MAT) Part 2, competency check and delegation
- Review and discussion of current rules, regulations, policies, processes, and forms
- Check-ins, guidance and consultation
- Coordination and management of health care services
- Training/delegation/supervision of medication administration and health procedures for childcare staff if unable to provide in person ***

CANNOT PROVIDE

- Clinical assessment, diagnosis or prescription of treatment for children or staff
- **NO photos or videos of children should be taken or recorded at any time**



*****In-person delegation is best practice, especially with more complex medication administration and health procedures.**

CCHCs should continue to use professional judgment regarding the safety of using teleconsultation for delegation, on a case by case basis, using the addendum to Colorado Department of Education's, [Guidance on Delegation for Colorado School Nurses & Child Care Consultants](#), Decision Tree for Emergency Delegation to Unlicensed Assistive Personnel (UAP) During COVID-19 Pandemic.

TELECONSULTATION EQUIPMENT & SPACE NEEDS

Child Care Health Consultant Needs:

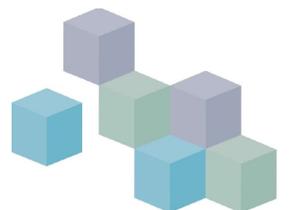
- Videoconferencing equipment: A computer or device able to do videoconferencing (i.e., smart phone, tablet, laptop or computer with webcam), connected to a power source
- A secure and reliable internet connection through Wi-Fi or a cellular hotspot
- A headset with a microphone is recommended but is not required
- HIPAA-compliant videoconferencing platform (see below for recommendations from HHS.gov)
- A private space to meet and talk, with consideration for a neutral background

Child Care Program Needs:

- Videoconferencing equipment: A computer or device able to do videoconferencing (i.e., smart phone, tablet, laptop or computer with webcam), connected to a power source
- A secure and reliable internet connection through Wi-Fi or a cellular hotspot
- A private space to meet and talk

TIPS FOR SUCCESS

- The child care program should communicate with its IT staff for support and assistance with technological challenges (i.e. firewalls). A working and usable connection should, be available before a planned video conference.
- If needed, the child care program and/or CCHC should use the technical “help” resources provided by the video conferencing platform they are using;
- The child care program should allow time for staff participating in video conferencing to orient to the platform being used to maximize efficiency. Practice first, if possible.
- The child care program should send any documents requiring review ahead of time so they are available for review during the teleconsultation session.



ACCEPTABLE VIDEO CONFERENCING PLATFORMS FOR USE DURING THE COVID-19 PANDEMIC

The Office of Civil Rights gives some guidance regarding video platforms that provide HIPAA compliant video communication products. Video platforms should be “non-public facing”.

A “non-public facing” remote communication product is one that, as a default, allows only the intended parties to participate in the communication. Guidance for specific platforms may be found here: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

REFERENCES

<https://www.colorado.gov/pacific/cdhs/article/updates-using-telehealth-during-state-emergency>

<https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html>

<https://www.healthit.gov/topic/health-it-initiatives/telemedicine-and-telehealth>

