

Information You Need To Know When Providing Services During Times of Crisis

Series of Six Videos



Different Topics

Should professionals keep electronic records instead of paper records? This is a common question often addressed to our risk management presenters.

- The answer depends on if you work in an agency or as a solo practitioner.
 - » Some agencies only work with electronic records because they are:
 - Easy to store
 - Simplify the billing process
 - » HIPAA regulations require some agencies to use only electronic records
 - » If you are in private practice or solo practice, it is up to you to decide if you want to keep records electronically or on paper. However, it is important to realize technology is becoming more and more relevant every day. At some point, you may decide to move to electronic records. Converting records from paper to electronic files can be time-consuming.
 - » When deciding to use electronic records, we encourage and recommend doing your due diligence in the selection of a provider. Make sure it is a secure provider who has a history of stability and good user reviews.
 - » Individual practitioners may be mandated to use electronic records. If you currently work with paper records, this is a good time to start educating yourself on this topic.

**GET THE
FACTS!**

Many of our insureds have also asked several times if we could define what falls within the definition of technology services.

- Technology services, teletherapy or telehealth is a way to deliver services to clients
- Technology services include
 - Telephone
 - Email
 - Text message
 - Website
 - Social media
- Since the above venues can be easy and convenient to use they can also create several problems.
 - » Be extremely careful when using technology services to connect with your clients.
 - » Remember, never use social media as a method for delivering services.
 - » Only use text messages to confirm appointments.
 - » When using a website, be truthful, only promote your areas of competence, and do not allow space for comments.

Several of our policyholders would like to see what happens when we get to our new normal. They want to know what to do if some patients want to continue meeting virtually and others want to return to in-person sessions. Keep in mind:

- You need to evaluate each client individually to determine if they are good candidates for continued teletherapy or if face-to-face consultation is more appropriate for their needs.
- You need to develop a protocol for group sessions that complies with any state or local restrictions based on COVID.
- Document the decision you and your client make related to the method selected for delivery of services.
- If you are meeting with some of your clients face-to-face, follow the state protocol and have them sign an informed consent. This is the link for the sample informed consent provided by the NASW RRG to its insureds: <https://naswassurance.org/pdf/inperson-informed-consent.pdf>

During these times of crisis, many policyholders want to know more about our Cyber Liability Insurance coverage. For more information visit <https://naswassurance.org/malpractice/cyber-liability/>

**For questions or comments on these videos,
please email us at asi@naswasi.org.**