



## How to Log a TeleHealth Session

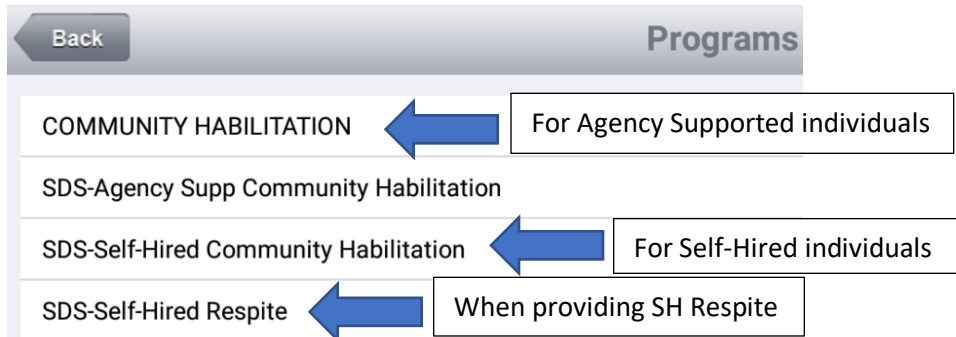
Updated 12/1/20

Log into the eVero app using your username and password. When you are on the Home Screen, select the Service Delivery icon.



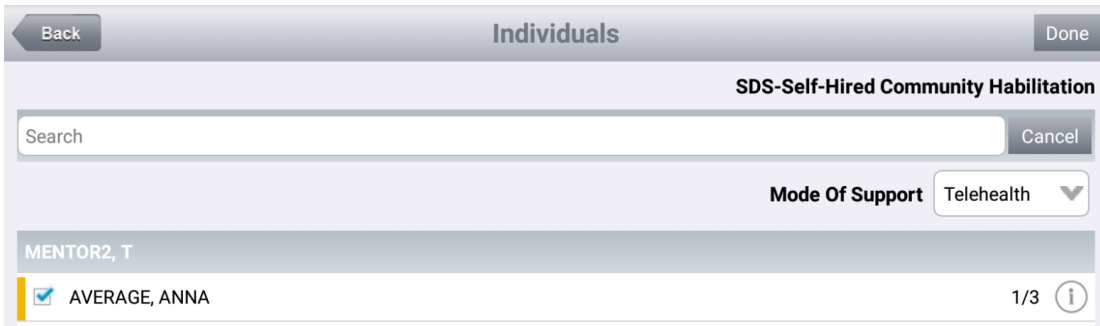
On the Programs screen, select the program that applies.

Community Habilitation for Agency Supported individuals, SDS-Self-Hired Community Habilitation for Self-Hired individuals, or SDS Self-Hired Respite when providing SH Respite.

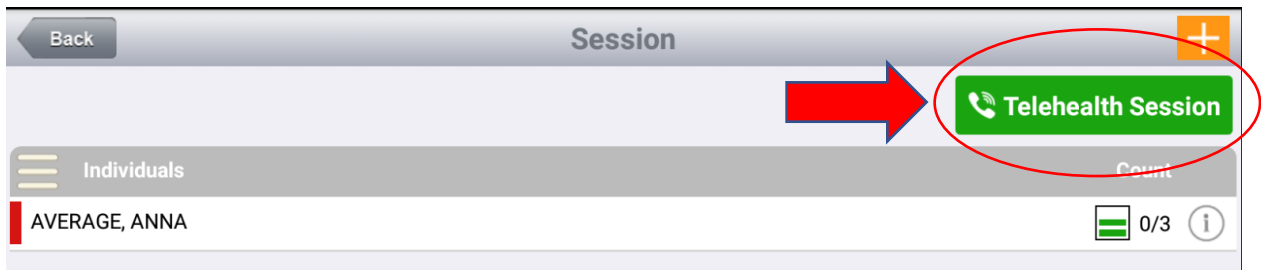


Complete the Punch In Screen.

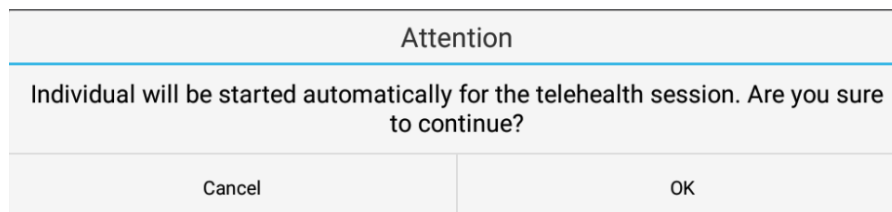
On the Individuals Screen, put a ✓ in the box next to the person's name. Select Telehealth as the Mode of Support and click the Done button in the upper right-hand corner of the screen.



On the Session Screen, *instead* of clicking the Individual's name, click the **Telehealth Session** button.



By clicking the Telehealth Session button, your session will start once you hit OK.



Fill out the Telehealth box with the information being asked and choose Save and Close.

The screenshot shows a 'Telehealth' form with a 'Cancel' button at the top left. The 'Telehealth Type' dropdown menu is open, showing the following options: eVero Telehealth Video, eVero Telehealth Video, Phone, Skype, Zoom, FaceTime, and Other. Below the dropdown, there is a section for 'Employee' and 'Information'. The 'Information' section contains a note: 'Selecting the eVero Telehealth as well as both IP address populate the Telehealth form'. There is also a 'duration' field with a 'seconds to' label.

The screenshot shows the 'Telehealth' form with a 'Cancel' button at the top left. The 'Call From' field is empty. Below it is the 'Individual Contact' section with a 'Call To' field. The 'Describe FaceTime call' section is empty. The 'Information' section contains a note: 'Sessions not utilizing the eVero Telehealth Video or Phone option can be completed in a variety of ways. If the user chooses to create a session via Zoom, Skype, FaceTime, Phone Call or Other, then the Telehealth sessions will be completed external to the system. This means that there will be no metadata to support the remote session. Also, the details of these calls will need to be manually entered into the required fields of the Telehealth forms.' There is a 'Save and Close' button at the bottom right.

Then your time will start. Do not forget to log a goal while you are clocked into the eVero app, during your session.

When documenting a goal:

Individual Response- You will **not** be able to use

- “Participated with physical assistance”
- “Total Support Required”

You can *only* use “Participated with gestural encouragement” if you are using a type of video chat. All other Individual Responses are acceptable.

Individual Response
Approaching independence
Participated with gestural encouragement
Participated with verbal encouragement
Participated with physical assistance
Refused, mentor continued to encourage
Total Support Required

Location of Staff:

- Write “Home” in the location of staff box.

When documenting the Service Location:

- You can choose “Home” for the person’s location. In the box underneath, write the mode of communication used. For example, you could write: “Via telecommunication” if

your communicating with the individual by phone only. Type “Video conference” if your communicating with the individual by video.

In your comments, please include the following:

- Due to COVID-19 this session was completed via Phone call or Video Conference.
- I provided telehealth Comm Hab from my home while {Individual’s name} was at their home.
- The session was completed successfully with no technology failure **OR** the session was interrupted due to technology/equipment
- Note how you worked with the individual on their goal. Use the person’s staff supports to guide you with ideas of how you can support them in their goal.
- No concerns (if none are noted)

INDIVIDUAL RESPONSE

Participated with verbal encouragement

LOCATION OF STAFF

Home

SERVICE LOCATION

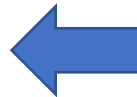
At Home

Video conference

ALLOWABLE SERVICES +

COMMENTS


I provided Comm Hab remotely from my home while Anna was at her home using (FaceTime, Skype, via phone). Anna's Dad, Bob, joined our FaceTime. The session was (or was not) completed successfully. Anna and I completed a yoga workout together. No concerns.



Write “Via telecommunication” if you’re communicating by phone only.

Write “Video conference” if you’re communicating by video.

When you are ready to complete your shift, hit the Stop button. You will be taken to the Session Summary Screen. For Telehealth shifts, you will not be getting a signature at the end of the session. Click ‘Unable to Capture Signature During Session’ and then proceed to the Telehealth Summary.

**SIGNATURE** 

Signed by :  
 Title :  
 Date/Time :

Unable to Capture Signature During Session

[Prev](#) [Next](#) [Telehealth Summary](#)

Complete the fields provided in the Telehealth Summary page. If you had a 2-way video conferencing session, do not forget to choose that box.

**Telehealth Summary** [Back](#) [Save](#)

**SUPPORT DETAILS**

Session Status  Successful  Not Successful

No of Staff 1

Call Type FaceTime

Call From Call To

Describe FaceTime Call  
FaceTime

**FOLLOW UP PLANS**

Anna and I made plans tomorrow to work on budgeting skills.

This telehealth session used 2-way video conferencing

For ideas on how to support the individual you work with using telehealth, please reach out to your supervisor.

Please reach out to TSS if you need help documenting on goals while providing telehealth services. We are here to help!

[tss@advocatesincorporated.org](mailto:tss@advocatesincorporated.org)