

Supporting Telehealth Needs at Lindner Center of HOPE

When the *Shelter in Place, Stay at Home* Order was mandated by Ohio's Governor, Mike DeWine in March, 2020; the majority of Lindner Center of HOPE outpatient clinicians turned to telehealth technology to serve patient needs. Providers at The Center have offered virtual services as an alternative to in-person visits since the beginning of COVID-19. Lindner Center clinicians continue to visit with patients in various ways and by using various online platforms such as Zoom, Webex and Epic.

Please support our efforts in investing in one centralized telehealth platform to expand our reach and enhance access to patients suffering with mental illness.

As leaders in providing the best diagnosis and treatment of people who suffer with mental illnesses, we realize Lindner Center is in need of expanding our justifiable presence in the telehealth marketplace. This sudden escalation of telehealth visits has proven that we must continue providing these types of digital services to our patients.

Expanding and Incorporating Additional Technology and Infrastructure

Safely serving more patients and families in need of mental healthcare.

Telehealth involves direct interaction between a clinician and a patient. The technology also encompasses psychiatrists, psychologists and social workers supporting primary care providers with mental health care consultation and expertise. Mental health care can be delivered in a live, interactive communication. It can also involve recording medical information (images, videos, etc.) and sending this to a distant site for later review.

The Benefits of Virtual Mental Health Programs

Telehealth helps meet patients' needs for convenient, affordable and readily-accessible mental health services. It benefits patients in a number of ways, such as:

- Improves access to mental health specialty care that may not be available in their state, or rural areas.
- Brings care to the patient's location
- Helps integrate behavioral health care and primary care - leading to better outcomes
- Reduces the need for trips to the emergency room
- Reduces delays in care
- Improves continuity of care and follow-up
- Reduces the need for time off work, childcare services, etc. to access appointments that may be a distance away
- Reduces potential transportation barriers, such as lack of transportation or the need for long drives
- Reduces the barrier of stigma

Telehealth Technology allows our clinicians to treat more patients and from distant locations. This technology also assists with the transition of inpatient and residential patients to their home providers. All clinicians using telehealth as a means to communicate with patients must be licensed in the state(s) where the patient they are working with is located. State licensing boards and legislatures view the location of the patient as the place where "the practice of medicine" occurs.

Although telehealth has the disadvantage of the patient and clinician not being in the same room, it can create *enhanced feelings of safety, security and privacy for many patients.*

Many of the costs associated with Telehealth capabilities are listed below:

- Integrate “MyChart” (a patient/provider web-based platform) into Lindner Center’s patient information system: MyChart Shared Patient Record provides patients with secure access to parts of their electronic medical record. Its integration with Lindner Center’s current patient software allows patients to access clinical information from their records, including clinical summaries of their visits, admissions, and all encounters with their clinician.
- Credentialing clinicians for in-state and out-of-state virtual patient visits
- Additional staff required to support the program including a program manager, support staff and possible clinical staff to support growth in services
- Increase LindnerCenter’s Internet Broadband width to accommodate telehealth services
- Equip LindnerCenter with videoconferencing technology for all outpatient and in-patient/family visits
- Secure additional monitors and computers with camera and microphone access