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**Mary’s Center Tele Home Visiting Services**

**Information and Frequently Asked Questions**

**Mary’s Center Tele Home Visiting Services**

Tele Home Visiting services are available when home visitors and participants agree that services can be provided via Zoom video conferencing technology which **does not** require home visitors to be physically present at the home in order for participants to receive support services. Tele Home Visiting at Mary’s Center uses a video camera and a computer so you can not only talk to each other but you can also see each other during the conversation. This visual component to the interaction allows the home visitor to provide information (e.g. child development, health education) and address participant needs during the session.

**Why is Mary’s Center offering Tele Home Visiting?**

Mary’s Center is establishing practices that can be put into place in the event of a widespread outbreak of COVID-19 (Coronavirus). This includes ways to minimize exposure, and the implementation of social distancing strategies—as recommended by the Centers for Disease Control and Prevention. Using interactive video conferencing (IVC) technology, Mary’s Center will be able to continue service to families with minimal disruption. Families may opt-in to use this temporary method of service delivery effective immediately. Utilization of this service delivery can continue throughout the health crisis in the community.

**How Does Tele Home Visiting Service Work?**

If you opt-in to receive Tele Home Visiting Program, you should arrange to be in a private room either by yourself or with a friend, family member, or Mary’s Center community support staff person. The room should have a computer that has a camera, microphone, speaker and/or headphones available or you may use your personal smart phone. The video conference connection will require high-speed internet connection or 4G cellular signal. Mary’s Center’s staff will also be in a private office located at a Mary’s Center location or the home visitor’s home. The home visitor will have a computer and camera, and when the session is scheduled to begin the home visitor will start the computer and camera so that you can see each other and talk together.

**What is the difference between a Tele Home Visiting Session and a regular appointment?**

Other than not being in the same room in the same location, there is no difference in the services you receive during a home visit. The home visitor will continue to share with you helpful information, link you to resources, support your progress towards your goals and you can share any information you want the home visitor to know. The home visitor will document in your Mary’s Center record and provide support to you the same way they provided support during an in-person appointment.

**What Happens If I decide to consent to Tele Home Visiting and then change my mind and want to wait until we are able to meet in person?**

You can decide to receive your home visiting services via Tele Home Visiting video conferencing to not disrupt services due to public health precautionary measures in response to COVID-19 and later decide to go back to in-person appointments. You need only tell your home visitor of your wish and we will make your sessions scheduled for in-person appointments if determined safe (e.g. no risk of contagion).



**Resources:**

**Mary’s Center is committed to delivery high quality care to our community. For more information on the preparations for potential impacts of COVID-19 Coronavirus in our immediate region, please visit:**

* [coronavirus.dc.gov](https://coronavirus.dc.gov/)
* [coronavirus.montgomerycountymd.gov](https://montgomerycountymd.gov/HHS/RightNav/Coronavirus.html)
* [coronavirus.princegeorgescountymd.gov](https://www.princegeorgescountymd.gov/)
* [md.gov](https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx)
* [cdc.gov](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

**CONSENT FOR TELE HOME VISITING SERVICES FROM MARY’S CENTER**

As a Mary’s Center participant, I understand that:

1. I understand the potential benefit of Tele Home Visiting services, and that I will be able to speak with Mary’s Center Home Visiting staff from a location that provides me with privacy and is of my choosing (home preferred) to discuss my family needs.
2. I understand that all State and Federal Confidentiality protections apply to Tele Home Visiting services.
3. I understand that the potential risk of Tele Home Visiting services is that there could be a partial or complete failure of the technology (equipment) being used by Mary’s Center which could result in the Home Visiting staff’s inability to complete the evaluation, therapy session and/or prescription process (when appropriate).
4. I understand that there is no permanent video or voice recording kept of the Tele Home Visiting service session and that the only documentation will be that which the home visitor enters into my electronic record.
5. All existing laws regarding my personal access to my case management information and copy of my home visiting record still apply.
6. Dissemination of the participant’s identifiable image or information from the Tele Home Visiting interaction to researchers or other entities shall not occur without specific consent of the participant.

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ consent to participate and receive my home visiting support services via Tele Home Visiting services. I have discussed the process of Tele Home Visiting services with my home visitor who has reviewed the FAQ’s and consent guidance with me. I have had an opportunity to ask questions about this information and all my questions have been answered to my satisfaction.

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Signature of Participant Date

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Signature of Witness/Interpreter\*\*\* Date

\*\*\*This Consent was interpreted in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for the participant and/or responsible adult. If a translated version of this Consent was signed by the participant and/or responsible adult, the translated version must be attached to the English version.

Consent given to participant: Yes\_\_\_\_ No\_\_\_ Declined by participant\_\_\_\_\_