

BARRIERS

Guidelines, policies, and standards of care are changing rapidly during COVID-19, making it hard to track the most up to date information. Below you will find a compiled list of best practices related to virtual care to ease the transition for providers and health centers from in-person to virtual care.

STRATEGIES

Preparing Providers and Patients for Telehealth Visits:

- [Telehealth and COVID-19](#): Webinar from the American Academy of Pediatrics that provides guidance on how to launch telemedicine services into practice for non-COVID-19 related care.
- [Patient Instructions for a Successful Telehealth Visit](#): Patient facing instructions for a first telehealth visit.
- [Telehealth Visit Etiquette Checklist](#): A downloadable pdf checklist providing key considerations for clinicians and care givers conducting a telehealth visit.
- [Getting Started](#): A collection of resources to help providers get telehealth visits started and technologies to consider.
- [Telehealth Best Practices](#): This video will highlight some of the best practices for healthcare providers when using telehealth to provide services.
- [COVID-19 Tips: Building Rapport with Youth via Telehealth](#): Tips to help providers set the scene, introduce telehealth to patients, building rapport, and keeping youth engaged.
- [Understanding Telehealth](#): A resource for patients to understand the definition of telehealth, and types of care they can receive through telehealth.

Best Practices on Specific Topics:

- [Weitzman Institute Resources during COVID-19](#): Curated videos and resources for best practices on special topics such as Supporting School-Based Health Centers, Post-Graduate Nurse Practitioner Residency and Fellowship Programs, and other resources for primary care based providers related to COVID-19.
- [An Update on Gender Affirming Care During the COVID-19 Pandemic](#): A collection of resources useful to providers caring for transgender and gender diverse patients awaiting gender-affirming surgery during COVID-19.
- [COVID-19 and Family Planning Services](#): A collection of resources, toolkits, and videos by the Family Planning National Training Center, including a [decision making guide](#) for staff for prioritizing in-person and virtual visits with patients during COVID-19.

Mental Health:

- [Child & Adolescent Telepsychiatry](#): A comprehensive toolkit specific to telepsychiatry for children and adolescents. Explore this page to learn more about the history & background, legal, regulatory and safety issues, setting up your practice, special populations, and special considerations.

Virtual Care References & Resources

- [Connecting with children and adolescents via telehealth during COVID-19](#): Advice for child and adolescent psychologists.
- [Telehealth and Mobile Technology in Child, Youth, and Young Adult Behavioral Health](#): Information about policies and practices related to the use of communications and mobile technology to provide access to health/behavioral health care.
- [Practice Guidelines for Telemental Health with Children and Adolescents](#): Practice guidelines and technical requirements for telemedicine to ensure a uniform quality of service.
- [Practice Guidelines for Video-Based Online Mental Health Services](#): Clinical, technical, and administrative guidelines for conducting telemental health provision at a distance.
- [APA and ATA Release New Telemental Health Guide](#): A guide for effective telemental health in the clinical, technical, and administrative roles. A link is available to download the *Best Practices in Videoconferencing-Based Telemental Health*.

Medical Billing and Coding:

- [Coding during the COVID-19 Pandemic](#): Webinar from the American Academy of Pediatrics that explains ICD-10, CPT, and Modifiers coding related to COVID-19 care and non-COVID-19 care as well as special circumstances (including CPT codes to use when telemedicine visit technology cuts out).
- [COVID-19 Telehealth Program](#): FAQ on filling out an application for funding that will provide eligible health care providers support to purchase telecommunications, information services, and connected devices necessary to provide telehealth services to patients in response to the coronavirus pandemic.
- [Coding for COVID-19 and Non-Direct Care](#): Definition of common terms used for Covid-19, and guidance on telehealth services with updated federal guidelines.
- [Telehealth Coverage Policies in the Time of COVID-19](#): Updated information on Medicare and Medicaid coverage and policy changes for telehealth visits.