Mississippi State University
Student Counseling Services
Health Service Psychology Internship
Policies and Procedures Manual-Telehealth Addendum
2021-2022

Table of Contents

Forward: Rationale for Addendum

Although generally Mississippi State University Student Counseling Services (SCS) and the internship program have not utilized remote supervision or telehealth direct services for the majority of services, in response to the ongoing COVID-19 Global Pandemic these services may become necessary to ensure the safety of SCS staff, interns, other trainees, clients, and the overall campus community. For the coming internship year, telehealth services and remote supervision as much may be utilized if deemed necessary by the SCS administration, Mississippi State University, and/or State or Federal direction. This policy is created to clearly define the expectations, procedures, and limitations of these training aspects in accordance with SCS, university, state, and federal regulations. Additionally, this document serves to meet APA implementing guidelines C-15-I related to telesupervision, specifically that formal policies must be in place when telesupervision occurs.

I.   Direct Services

- *Description:* Currently the following services can be offered by SCS to clients at MS State as part of our telehealth services:
  - Initial Screenings
  - Individual Therapy
  - Couple Therapy
  - Group Therapy
  - Crisis Intervention
  - Psychoeducational Workshops
  - Outreach
  - Consultation
  - Supervision of training clinicians

- *Technology Platforms:* Direct services are to only be performed using SCS approved technology platforms. In addition to web-based platforms, some services may be able to be performed via telephone when other platforms are not available due to client lack of internet access or privacy concerns. As direct observation is required of interns, WebEx is the preferred platform for the delivery of services as it allows for video recording of services preformed. The chart below lists the platforms allowed for each of these services when performed by interns:

Service	WebEx	Doxy.me	Phone
Initial Screenings	X	X	X
Individual Therapy	X		
Couple Therapy	X		
Group Therapy	X	X	
Crisis Intervention	X	X	X
Psychoeducational Workshops	X		
Outreach	X		
Consultation	X	X	X
Supervision of training clinician	X	X	

- *Training:* To provide telehealth services, interns must complete specific trainings focused on telehealth.
  - Completion of such trainings will be demonstrated via attendance in live, virtual trainings observed by SCS staff members and/or documentation of completion certificates.
  - Completion of these training is required even if telehealth services are not currently being performed in order to allow for a timely switch to telehealth services should they become necessary.
  - The TD, in consultation with the training committee and SCS director, will identify the types of trainings required for the internship year to

satisfactorily complete this requirement. Interns will be informed of these requirements on or before the start date of their internship.

- o For the **2021-2022 internship year** the following trainings components are required to begin provision of telehealth services:
  - ➢ Attendance and participation in a Telepsychology seminar facilitated by SCS training staff during orientation.
  - ➢ Observing two, direct telehealth services sessions by SCS clinical staff
  - ➢ Being observed by SCS clinical staff twice when completing direct, individual services via telehealth

- ▪ An intern's primary supervisor will inform the internship Program Director (PD) when they determine intern has satisfactorily completed these requirements. Supervisors will complete the *Telehealth Readiness checklist* and provide it to the PD (Appendix A).
- ▪ An intern's failure to satisfactorily complete such trainings will result in the intern being unable to participate in individual, direct services until trainings have been completed.
- ▪ Group telehealth services will be allowed to be performed in conjunction with a senior staff member once the *Telehealth Readiness Checklist* has been completed.
- ▪ Consist with other policies, virtual outreach and virtual workshop services will be performed with clinical staff until such time as the intern is determined to be ready to do such activities on their own.
- ▪ An intern's supervisor and/or the TD may determine over the course of supervision that direct, telehealth services provided by an intern should cease until additional training, supervision, or experiences can occur to ensure quality and appropriate delivery of services.

- *Duration:* Should telehealth services be deemed necessary; they will continue until safety can be more readily assured. The PD, in consultation with the training committee and SCS director, will review monthly the continued necessity of these procedures.

II. Supervision

- *Description:* Telesupervision may also be us in response to the current global pandemic. If necessary to protect interns and supervisors, supervision will primarily be provided to interns via telesupervision. This includes the following forms of supervision:
  - ▪ Primary Supervision
  - ▪ Group Supervision (e.g., supervision of supervision meetings)
  - ▪ Major Rotation Supervision
  - ▪ Minor Rotation Supervision
  - ▪ Group Therapy Supervision

- Should it be deemed necessary, intern supervision will be performed via telesupervision until such time as the safety of the intern and supervisor can be reasonably assured.
    - Certain supervision experiences (e.g., major rotation) may be determined to be able to return to in-person supervision earlier than others, as determined by consultation between the assigned supervisor and the PD.
- *General Requirements:* Telesupervision requires the following logistical aspects to reasonably assure the quality of supervision provided and protect the privacy of interns along with the confidentiality clients discussed in supervision:
    - All parties must use only approved technology. Currently, the only approved technology platforms for telesupervision are:
        - Doxy.me
        - WebEx
    - Supervision must occur using both audio and visual aspects of the approved platforms and all parties must be visible.
    - If supervision is occurring outside of the MS State internal network (e.g., at home), the party or parties not on the MS State network must log into the MS State network via the virtual private network (VPN) service.
    - In rare instances when video is not available for a limited amount of time (e.g., power outage, technology failure), phone supervision may be allowed to ensure necessary supervision occurs.
        - As soon as it is possible, all parties should return to the audio/visual platform for supervision.
- *Supervisor Requirements*: To provide telesupervision, supervisors must:
    - Have received appropriate training and experience in telehealth and telesupervision services as defined by licensing body for their profession.
    - Complete additional training through SCS, as determined by the SCS director.
    - Be in the state of Mississippi when providing telesupervision.
    - Be available by phone or virtual appointment for consultation with their supervisee(s) outside of scheduled supervision appointments.
    - Have reliable access to session recordings and Titanium for record access and review.
- *Duration:* Should it be deemed necessary, telesupervision will continue until safety can be more readily assured. The PD, in consultation with the training committee and SCS Director, will review monthly the continued necessity of these procedures.

III.   Other Training Aspects

- *Description:* If it is deemed necessary to respond to the global COVID-19 Pandemic, many other aspects of the training program will utilize virtual platforms to allow for social distancing. These aspects include:

- ▪ Intern Seminars
- ▪ Committee meetings
- ▪ Staff meetings
- ▪ Case conference
- ▪ Intern group meetings
- Should they be deemed necessary, the virtual nature of these training aspects will continue until safety can be more readily assured. The PD, in consultation with the training committee and SCS director, will review monthly the continued necessity for the virtual procedures.
- Exceptions to these procedures must be approved by the PD and an intern's primary supervisor.

IV. Remote Work

- *Description:* Throughout the internship year, it may become necessary for interns to remotely work to better manage social distancing, allow for quarantine, and generally improve safety. Decisions related to remote work will be made by the PD and SCS Director. These decisions will be made in accordance with university and/or government policies.
- *General Requirements*: Should the necessity of remote work occur; the following should be kept in mind:
    - ▪ As access to their office at SCS may not be available, interns and supervisors should ensure a private location is available to them within their home to provide direct services and supervision.
    - ▪ Interns and supervisors should ensure they have the necessary software available at home to provide services. Instructions related to the products are available on the MS State information technology website or will be provided to interns and supervisors when necessary. Necessary software includes:
        - o Cisco VPN
        - o Cisco WebEx
        - o Microsoft Teams
        - o Outlook or other email program that can access msstate.edu email
        - o Remote Desktop
        - o Internet browser compatible with doxy.me
        - o File Shredder
    - ▪ Interns and supervisors should also insure they have the necessary hardware available at home. These include:
        - o Computer with private internet access
        - o Webcam or video capable device
        - o Phone
    - ▪ Should an intern or supervisor not have any of the above hardware or software it is their responsibility to inform the PD. A limited number of

loan items may be available for use by interns or supervisors on a first-come, first-serve basis.

- *Policy*: Generally, interns will be expected to continue their established schedules with as little interruption as possible when remote work is required.
  - Nevertheless, changes will likely be necessary should the need for remote work occur suddenly. Interns should consult with their supervisor and the PD to coordinate necessary changes.
  - Interns will be informed of university policies related to remote work and potential changes to leave availability via the PD and University HR.

Appendix A

**Mississippi State University Student Counseling Services
Health Psychology Internship**

Telehealth Readiness Checklist

2021-2022

For the 2021-2022 internship year the following trainings components are required for interns to begin provision of telehealth services:

☐   Attendance and participation in a Telepsychology seminar facilitated by SCS training staff during orientation.

☐   Observing two, direct telehealth services sessions by SCS clinical staff.

☐   Being observed by SCS clinical staff twice when completing direct, individual services via telehealth.

Date of Completion: _____

_____   _____

Supervisor Printed Name   Supervisor Signature