

## Telehealth Workflow for Domestic Violence Assessment

The following responses were collected from this question posted on the listserv: **“Does any suggestions or workflows that they are using to assess or respond to Domestic Violence via audiovisual or audio only visits? Are you verbally giving information on how/who to contact if needed? Asking specific questions? Asking if anyone else can hear the visit?”**

1. Part of our Telehealth workflow is to ask where the pt is and who they are with (if it is confidential). All screening questions are still asked in a telehealth visit which includes safety questions. any information provided would be discussed with the pt and provided if they were interested. If patient seemed nervous I would suggest being vague "remember the question I asked at the beginning that you said no to, is it ok to go over information on that now, or would you like someone to call you back at a better time to follow up on that?" then complete rest of the visit. If they are able to have the confidential conversation, a number to a hotline or Domestic Violence agency can be provided with the suggestion to mark it with a code word or name "Linda 319-531-7719" so that if it was found it would still be safe. or enter it into their phone the same way. This is also a good reason to know where the pt is accessing their telehealth appointment. If a safety check is needed you would know where to send help. Also passing along the Def lowan's Against Abuse number (which I used in my example) they use TTY and are able to be accessible to patient who use sign language.”
2. We start every patient session with asking of they are in a private area for confidentiality for the session. We note if someone else is present on our documentation and that the patient gave permission. There is a Chat box that can be used for someone to tell us if they need help, is in danger...etc. but unable to verbalize it. We have access to instant messenger (Spark) to alert a colleague to call 911 while we are in a session.

*\*Reminder: Responses shared over the MWCN listserv are meant to be informational and reflective of what other health centers may be doing. It is recommended that you check federal and state regulations before implementing new practices.*

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