

Remote Consultant Collaboration during COVID-19

During these unprecedented times, it is now more than ever we find ways to continue collaboration between a home and their consultants. The following is a document that outlines examples of navigating consultants remotely. Please note that these suggestions do not supersede any specific home regulations and requirements, and suggestions should be incorporated with the specific needs of the home and individuals. Please refer to the [DDS website](#) for most update to date directives related to COVID-19 precautions.

Zoom is an online tool which can assist in video conference calls to be used for meetings, observations, etc. Below are some suggestions for remote collaboration for homes and consultants. Additionally, continue to track consultant hours for each individuals and note how the consultant hours were utilized (phone call, zoom, etc.).

*[Zoom](#) is a HIPAA compliant video conference application that offers free subscriptions and calls with limited restraints. Other video conferencing platforms are available. GGRC encourages the use of HIPAA compliant platforms.

**If you have concerns about someone in the home being impacted by COVID-19, please refer to the following [GGRC guide](#) and the [CDC website](#).

Behavior Consultant:

- Video chat via zoom to conduct IBST meetings, monthly trainings, and individual observations.
- Behaviorists provide PowerPoint and/or videos of trainings that would be relevant for staff to be trained in based off of the individuals in the home.
- Review and/or update the home emergency intervention plan to ensure that it includes adequate plans.
- Work to create crisis intervention plans and how to readily prepare the individuals served for current and future crises.
- Ensure individualized coping skills are identified for each individual and train staff on how to teach and practice skills.

Recreation Therapist Consultant:

- Rec. therapist and home work together to figure out what materials are at home that can be used during daily activities.
- Rec. therapist identifies appropriate in home activities for the individuals in the home, including modified directions.
- Identifies local areas individuals can walk around (trails, parks that are open, etc.) while following shelter in place protocols, if appropriate for the individual in the home.
- Assist with coming up with a calendar to include varied activities so that individuals and staff can stay engaged.

Dietician Consultant:

- Assist home with creating a meal schedule for all meals to ensure that the meals are nutritious and balanced, meets the needs of the individuals in the home, and provides choice and/or variety to individuals.
- Assist with identifying which groceries should be prioritized while shopping.
- Work with the home on identifying if any dietary changes are necessary to meet the needs of shelter in place.

Nurse Consultant:

Please note that remote nurse consultant hours do not replace in person nursing services. The following are recommendations for collaborative work with nurse consultants for the ongoing support a home already receives. **These are for tasks not associated with observed resident signs/symptoms of illness.**

*Please plan ahead with your nurse consultant to determine their role in assessing signs and symptoms of illness.

**ARFPSHN Homes should continue to follow [DDS ARFPSHN directives](#). ARFPSHN homes should contact their assigned GGRC nurse to discuss remote consultation plan, if used.

- Review prescribed medications and monthly Medication Administration Records (MAR) by email.
- Create and email monthly updated MARs as needed.
- Review new physician orders and train staff as appropriate.
- Assist administrator in reviewing, tracking, and future planning for non-urgent medical appointment follow up that may have been cancelled.
- Conduct staff trainings through the use of Zoom, Face Time, or other video conferencing.
- Conduct classes for residents through Zoom, Face Time, or other video conferencing; topics may include but are not limited to: hand washing, “Shelter in Place” – what it means and why it is important, exercise, healthy eating, etc.
- Assist home in outreach to stores to identify available supplies such as gloves, wipes, gowns, masks.
- Assist home in outreach to local county DPH to request assistance in obtaining Personal Protective Equipment (PPE).
- Work with the home to remotely review care plans.
- Review infection control and isolation practices in the home.