



PROTOCOL FOR THE PROVISION OF CLIENT SERVICES OUTSIDE THE STATE OF VERMONT DUE TO COVID-19 EMERGENCY

*All elements of this protocol may be subject to change
in accordance to any new State standards and provisions.*

Revised: 10/27/20

PROVISION OF TELEHEALTH SERVICES OUTSIDE OF VERMONT

HCERS staff are not permitted to provide telemedicine services to clients who **are not physically in the state of Vermont** at the time of the service, unless an emergency license is first obtained from the respective state. Each state is handling emergency licensure in different ways. The following link provides more information for each State:

<https://www.fsmb.org/siteassets/advocacy/pdf/states-waiving-licensure-requirements-for-telehealth-in-response-to-covid-19.pdf>

Staff will need to obtain approval from their Direct Supervisor and Division Director prior to providing services to someone who is physically outside of Vermont.

The remainder of the protocol will focus on New Hampshire and Massachusetts as they are likely the states that our clients would be in if they are not in Vermont.

EMERGENCY LICENSURE

New Hampshire and Massachusetts currently require emergency licenses in order for clinicians licensed in Vermont to provide clinical services (assessment, psychotherapy, medical, and nursing services) to anyone who is physically located in those States at the time of the service.

DETERMINING CLIENT LOCATION

As we continue to serve clients remotely through telephone / telemedicine, it is essential to confirm the location of the client before providing services. HCERS clinical and medical staff who are licensed in the State of Vermont can only provide services that are located in Vermont.

Clinicians, psychiatrists, and nursing staff must verbally confirm each client's location at the start of the service. Proof of the client's physical location will not be required.

The following guidelines are followed whenever a client is determined to be in a State other than Vermont:

- The provider, with Division Director or supervisor approval, may provide services to clients who are physically in another State at the time of service for any respective State in which they possess an active emergency license.
- In the event that a client is not in the State of Vermont at the time services are being provided, and the provider has not been granted an emergency license, the service will need to be rescheduled for a time when the client is physically in Vermont.



CLIENT CENTERED CARE

During the appointment reminder call, the admin staff will inform the client that they must be in the State of Vermont during their session.

Staff will work with clients, who do not have access to technology or internet within Vermont, to connect them to these essential resources, arrange for them to access services from an HCRS location, and/or see them in person.