



Memorandum

Date: April 10, 2020
To: All DSH-C Patients
From: Brandon Price, Executive Director
Subject: Tele-Visiting (Video) Pilot for the Population **(Program 5 Units 13-16)**

Beginning Tuesday, April 14, 2020 DSH-Coalinga will be rolling out a pilot tele-visiting program on Program 5 (Units 13-16). Listed below are the guidelines for the pilot program:

- Two Chromebooks will be distributed to the program to be shared between the four (4) units.
- Tele-visits will take place on the units in the interview room under direct supervision.
- Tele-visiting hours will be from 0800-1630, Monday through Friday for 30-minute increments for each scheduled visit. Time will be allowed for signing in and out. Patients are only allowed to sign up for one 30-minute slot per day, per unit rotation.
- Pilot units will be on rotation due to computer resources. Units will be scheduled every other day.
- As part of the pilot program, two (2) CPS PT's and (2) HPO's will be assigned to the pilot.
- The pilot is scheduled for April 14, 2020 through April 24, 2020.
- If the pilot is successful, we plan on rolling out the tele-visiting to all programs starting April 27, 2020.

Scheduling Tele-visits/Verification Process

- To schedule a visit, visitors will log onto the DSH visiting website or utilize the address below and select the TeleVisitation Scheduling link and complete the form. https://www.dsh.ca.gov/Coalinga/Visitor_Info.html
- Utilizing the drop-down box, the visitor will be able to select from the available date/time slots. The tele-visiting schedule will be on a first come first serve basis and is subject to change at any time.
- Incomplete or inaccurate registrations will be denied.
- The visitor must check acknowledgement of the admonishment indicating video/audio recording is prohibited.



- All requests for tele-visiting will be processed the same as in person visiting. If the visitor is restricted from grounds or has an active warrant, the tele-visit will not be allowed.
- The visiting review process will take approximately two business days.
- Both parties will need to consent to the visit. An email invite will be sent to the visitor. Accepting the invite will indicate confirmation. Unit staff will obtain confirmation from the patient.
- Once approved, the visitor will receive an email with log-in instructions/information. Instructions will also be posted on the visiting web page.

Day of the Visit

- Prior to the scheduled visit time, the patient will be educated on visiting guidelines.
- At no time will the patient be allowed to access or handle the Chromebook. The assigned staff will connect the Chromebook to the scheduled visitor.
- The assigned staff will ensure only the approved visitor is visible on the screen by verifying their identification. No minors or restricted visitors will be allowed to participate. Assigned staff may redirect the visitor or terminate the visit for failure to comply. Assigned staff will immediately notify the Unit Supervisor and Treatment Team if this occurs.
- During the visit, assigned staff will be assigned to monitor the interactions between the patient and the visitor. Patients and visitors will be expected to adhere to the same rules and regulations as outlined in AD 738 Patient Visiting Guidelines. This includes but is not limited to attire and appropriate behavior and the patient will not be permitted to bring food or drinks to the video visit to prevent damage to the Chromebook.
- Any misconduct may result in termination of the visit. If warranted the patient will be referred to his treatment team and his visiting rights may be suspended for a period of time.
- Failure to comply with the visiting guidelines by the visitor could result in termination of the visit. Depending on the severity, the visitor's privilege to visit will be reviewed per AD 738.
- Criminal activity observed during the visit will be processed in accordance with AD 738.

Original Signature on File

BRANDON PRICE
Executive Director
DSH-Coalinga