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International Medical Corps

GUIDELINES

for Remote MHPSS Programming in Humanitarian Settings

Appendix D: Checklist: Preparing for Remote MHPSS Service Delivery

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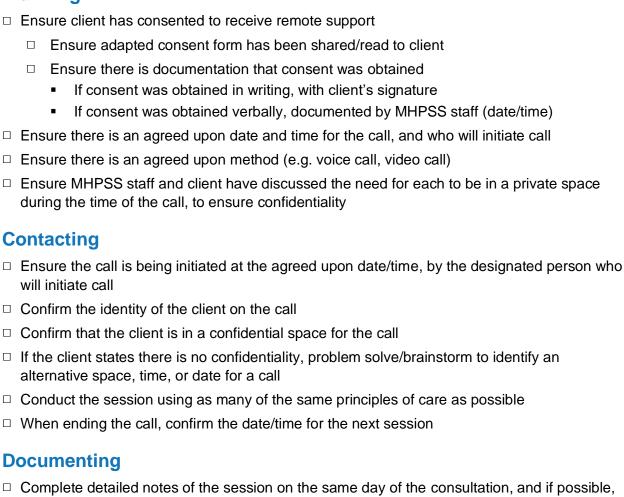Address: 12400 Wilshire Blvd Suite 1500, Los Angeles, CA 90025

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Appendix D: Checklist: Preparing for Remote MHPSS Service Delivery

Planning

☐ Ensure client has consented to receive remote support

    ☐ Ensure adapted consent form has been shared/read to client

    ☐ Ensure there is documentation that consent was obtained
- If consent was obtained in writing, with client's signature
- If consent was obtained verbally, documented by MHPSS staff (date/time)

☐ Ensure there is an agreed upon date and time for the call, and who will initiate call

☐ Ensure there is an agreed upon method (e.g. voice call, video call)

☐ Ensure MHPSS staff and client have discussed the need for each to be in a private space during the time of the call, to ensure confidentiality

Contacting

☐ Ensure the call is being initiated at the agreed upon date/time, by the designated person who will initiate call

☐ Confirm the identity of the client on the call

☐ Confirm that the client is in a confidential space for the call

☐ If the client states there is no confidentiality, problem solve/brainstorm to identify an alternative space, time, or date for a call

☐ Conduct the session using as many of the same principles of care as possible

☐ When ending the call, confirm the date/time for the next session

Documenting

☐ Complete detailed notes of the session on the same day of the consultation, and if possible, directly after the contact, in a notebook specifically designated for client notes

☐ Ensure client's unique identification code is used, avoiding the name or other identifying information about the client, to protect confidentiality

☐ Client notes and other documentation should be stored in a safe location (e.g., locked cabinets and/or password-protected online database)