

Zoom Used to Promote Access & Connection in Rural Settings

Southern Plains Behavioral Health Services, Winner, SD
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ORGANIZATIONAL OVERVIEW

Southern Plains Behavioral Health Services is a community mental health center designed to meet the behavioral health needs within Todd, Tripp, Mellette, and Gregory Counties since 1971. All areas of work are coordinated to provide quality care to those experiencing short- and long-term difficulties in adjusting to life situations. Telehealth services augment the traditional face to face service delivery model.

PROGRAM SPOTLIGHT

Southern Plains utilizes the full HIPAA compliant Zoom Workplace platform which includes:

- Internal Team Chat
 - Channels
 - Direct Employee Messages
- Zoom Phone
 - SMS Messaging
 - Text Appointment Reminders
 - Internal Call Transferring
- Zoom Meetings
 - Client Sessions
 - Staff Meetings/Supervision

TELEHEALTH UTILIZATION

The Zoom Platform is utilized to accommodate and connect clients, stakeholders, and staff in all rural areas regardless of their location.

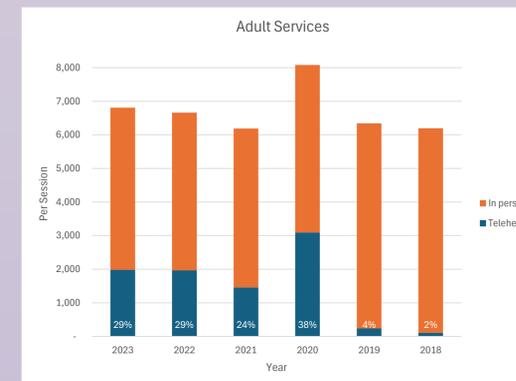
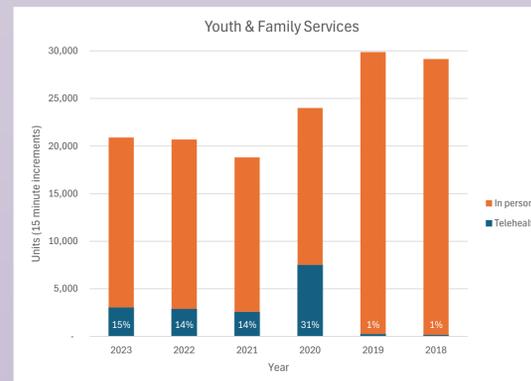
Services provided by telehealth are:

- Case Management
 - Systems of Care
- Counseling
 - Individual
 - Family
 - Group
- Psychiatric Services
 - Medication Management
 - Medications for Opioid Use Disorder
- Emergency Services

All the ways Zoom can be used!



South Dakota Community Mental Health Centers



CONTACT INFORMATION

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TELEHEALTH DEFINITION EXPANSION

New Administrative Rules of South Dakota were promulgated in August 2021 to define audio-only as a form of telehealth and to make the allowances for audio-only telehealth permanent following the end of the temporary public health emergency. At the same time, South Dakota Medicaid removed the same community restrictions for telehealth services.

OUR VISION FOR RURAL TELEHEALTH

The use of telehealth through a HIPAA compliant platform has increased access and compliance to services. Telehealth helps expedite the delivery of emergency services by quickly connecting stakeholders to staff who may be located throughout our four-county catchment area. Telehealth also allows for the potential to expand psychiatric services and for diversity in group and individual therapy by removing transportation barriers for clients.

