

Upgrade your Space

A Telehealth Project from the ICfL and Department of Health & Welfare

For more information, please visit libraries.idaho.gov/telehealth/

Terms and Conditions

The following terms and conditions will apply to participating parties in the Upgrade Your Space project, including participating libraries, the Department of Health & Welfare (DHW), and the Idaho Commission for Libraries (ICfL).

By applying for this opportunity, the Library agrees to the following stipulations:

- To prioritize the privacy space for telehealth appointments.
- Allow the public access to the telehealth privacy area and equipment on consistent days and times. If the library chooses a privacy pod, the library will allow for telehealth access during normal hours of operation. If the library chooses cubicles or partitions, there will be established consistent hours available for patrons to utilize the telehealth equipment.
- Currently has or is willing to have a method for patrons to reserve the telehealth space.
- Take part in a short survey each quarter for two years following receiving the equipment to allow the state to collect data for future administration of telehealth options.
- Meet with DHW staff throughout the process of delivery/step-up/provider outreach
- Library staff will attend HIPAA, De-escalation, First Aid Mental Health, and Equipment training provided by DHW.
- Support patron use of the telehealth technology by demonstrating or assisting with the operation of the equipment.
- Assume ownership of equipment provided and assume responsibility for its ongoing maintenance.
- The ability of the DHW to provide additional technology will be dependent upon the number of applicants and funds available. If the DHW cannot provide any or all of the electronic equipment necessary to begin telehealth appointments through this initiative, the library will be responsible for obtaining any additional equipment it may need to make the space functional.

The Idaho Department of Health and Welfare (DHW), through its Division of Behavioral Health agrees to work with each library individually to do the following:

- Purchase privacy pods, cubicle walls, or movable room dividers
- Coordinate and pay for delivery of privacy pods, cubicle walls, or movable room dividers
- Coordinate and pay for set up of privacy pod (where applicable)
- Provide HIPAA and other trainings for library staff to assist with the administration of the telehealth privacy spaces
- Provide technical assistance, as needed, in the use and maintenance of equipment provided
- Provide technical assistance with scheduling options for the library's telehealth privacy space
- Perform outreach to local and statewide clinical/medical agencies and providers to advise them of the value of the telehealth options available at the library

- Provide agencies, business owners, and stakeholders with information to disseminate to potential patrons of the library's telehealth facilities
- If funding is available, purchase and coordinate delivery of computer and electronic equipment for telehealth spaces. If funding is not available, the DHW may research or coordinate other opportunities to help libraries obtain basic electronic equipment.

The Idaho Commission for Libraries agrees to provide or conduct the following:

- Serve as a liaison and advocate for Idaho's library community in the design, implementation, and operations of the project.
- Provide ongoing communication support between participating libraries and DHW, where appropriate.
- Conduct site visits to participating libraries to gauge their progress, success, and needs.
- Promote libraries as telehealth services locations at a statewide level with partners, stakeholders, and decision-makers.