

# Utah Department of Health

## TB Control

### Video Observed Therapy

#### **Policy:**

Video Observed Therapy (VOT) will be used for carefully selected clients to minimize daily travel burdens while treating TB disease. Clients must meet the requirements set forth below to ensure compliance with treatment.

#### **General Information:**

- Directly Observed Therapy (DOT) is a technique of TB treatments that requires a staff person to observe clients while they take medications prescribed to treat TB disease in order to ensure that the entire course of medication is taken in the correct dose, at the correct time, and for the complete period of therapy.
- Under specific circumstances, VOT may be used to observe part of the DOT doses required for treatment completion. The DOT worker observes the client over the web while the client self-administers the medication that has been prescribed by the health care provider. As an alternative last choice, the client may record themselves taking their medication, as long as the recording provides sufficient proof of dosing and date.

#### **Methods:**

- A. Conduct an assessment to ensure the following conditions are met:
  - Client has web access
  - Client has a stable residence with an appropriate place for VOT equipment
  - Client is motivated and has family/social support
  - Client understands the need for TB treatment
  - Client is able to pour his/her own medications and accurately identify each medication
  - Client speaks a language that may be accommodated by VOT staff
  - Distance to travel, time of day for DOT, and other factors make VOT a good option
  - Client is educated in the correct use and possible risks of VOT, and signs consent.
- B. Exclusion Criteria
  - Client in isolation
  - Client with side effects or diagnoses other than TB requiring closer supervision or graduated doses

- Illegal activities occurring in the home
  - Unable to take the medication within 15 minutes
  - Lack of stable environment or lack of web access
  - Less than 90% compliance with therapy during initial 2-4 weeks of standard DOT
  - Inability to effectively communicate or demonstrate effective use of the equipment.
  - Missing 2 or more daily VOTs or 1 intermittent VOT.
- C. If criteria listed above are met, Case Manager may recommend to supervisory staff that client be placed on VOT.
- D. Client signs VOT Consent Form.
- E. Equipment/software installation:
- Webcam, computer or smartphone will be loaned to patient by the health department, if necessary
  - Position webcam so that there is no back lighting. There should be no strong light source such as direct sunlight or a lamp between them and the camera
  - For computer interaction, staff will ensure that client has appropriate internet access. Staff will ensure that a HIPAA-compliant account is set up and maintained by client and staff. In order to satisfy HIPAA compliance, the web platform should meet the following criteria: 1) Encryption (both Transport and Storage), 2) Signed Business Associate Agreement between the web service and health care facility, 3) breach notification, 4) recoverable backup, 5) data is destroyed when no longer needed, 6) must be a recoverable audit trail.
- F. TB staff person demonstrates the use of VOT and orients the client in the use of the equipment
- The first time using the equipment and/or web platform, staff will be at the home while staff in the office make the first call
  - Staff ensures that client knows how to and can establish a connection with staff. Staff ensures that client can be seen and heard
  - Correct lighting is established and client is positioned for viewing their face and medications
- G. VOT Procedure
- DOT PHN/Outreach Worker calls the client at a prearranged time
  - DOT PHN/Outreach Worker activates the video function per equipment procedures above
  - Client displays their face on the screen and confirms identity
  - As an added security measure, all parties should avoid using the word “tuberculosis, or TB”

- DOT PHN/Outreach Worker inquires about any problems or medication side effects prior to asking client to take the medications. If there are any problems the PHN Case Manager will be notified to see if medications should be held
- Client describes the medications by name, shape, size, color and/or other identifying qualities. Client identifies the number of each type of medication to be taken.
- Client holds medications in front of the video camera before placing them in their mouth
- Client swallows the medication in full view of the camera
- Client repeats the procedure for each medication to be taken
- Prior to disconnecting, the Dot/Outreach Worker confirms the day and time of the next VOT to be observed

#### H. Documentation:

- Record medication taken in sight on the medication DOT log
- Mark a “V” for VOT in the date with your initials

#### I. PHN Case Manager will:

- Provide client teaching regarding medication effects and side effects
- Assess whether the client is appropriate for VOT and discuss with his/her supervisor
- Discuss and educate on use of the equipment and obtain informed consent with signatures
- Meet at least once weekly for a face to face visit to assess response to treatment
- Provide supply of pre-packaged medication
- Document education and response to treatment
- Assess in person whenever medications are held due to possible side effects