**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH**
**OFFICE OF CHIEF MEDICAL OFFICER**
**OFFICE OF THE SENIOR DEPUTY DIRECTOR - OUTPATIENT CARE SERVICES (OCS)**

August 23, 2023

TO: OCS Mental Health Program Managers
Mental Health Clinical Supervisors
Supervising Mental Health Psychiatrists

FROM: Curley L. Bonds, M.D.
Chief Medical Officer

Theion Perkins, R.N., B.S.N., M.S.N.
Acting Senior Deputy Director

SUBJECT: **IN-PERSON CLINICAL AND MEDICATION ASSESSMENTS**

In an effort to provide quality and comprehensive care, effective September 5, 2023, all initial assessments and medication evaluations shall be conducted in person. Where this is not feasible due to extenuating circumstances, these services must be provided using video VSee. When VSee is utilized, the client must come into the clinic and use a kiosk to obtain a physical assessment, including vital signs. These changes are to improve client outcomes while at the same time minimize the risk of adverse events. Any current clients who have not had an in-person clinic visit in the past 12 months should be incorporated into the schedule to be seen in person within the next 90 days.

Staff should educate clients and strongly encourage them to receive services in person whenever possible. It is a best practice to meet with clients face to face to establish rapport, leverage the multidisciplinary team, and become fully integrated into the clinic milieu. In instances where client decline to come in, they should be routed to a manager or supervisor to address their concerns.

This change will be monitored on an ongoing basis to ensure all programs are aligned with this important change. Should you need assistance, please work with your Mental Health Program III.

CLB:TP:tld