



Missouri Department of Health and Senior Services

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APS-23-01

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MEMORANDUM FOR SECTION OF ADULT PROTECTIVE SERVICES STAFF

From: Nicole Gatlin, Bureau Chief of APS Supports 
Division of Senior and Disability Services
Section of Adult Protective Services (APS)

Subject: Televisit Platform

The Division of Senior and Disability Services (DSDS) used funding received through the Coronavirus Response and Relief Supplemental Appropriation Act of 2021 (CRRSAA) and the American Rescue Plan Act of 2021 (ARPA) to procure a televisit platform. This platform allows staff to conduct virtual visits in place of face-to-face visits with eligible adults when appropriate. Additionally, this platform offers interpretation services for those eligible adults who speak other languages.

Policy 1703.15 has been established to provide direction on the use of televisits. Help guides have also been created for conducting virtual interviews, providing staff guidelines for virtual visits, accessing interpreter services, and providing a list of available interpretive languages. A quick start flyer to assist the eligible adult with logging into Doxy.me is also available.

Before conducting a televisit, APS staff shall watch the *required* [training video](#). Additionally, APS staff must be added as a user to the televisit platform's site; once you are added, you will receive an email from Doxy.me inviting you to log in. Two Q&A sessions have been scheduled for those with questions or technical issues; an email on those sessions will be forthcoming.

A short survey has been developed to track the usage of the televisit platform until DSDS switches to the new case management system and a televisit intervention becomes available. All staff using or attempting to use the televisit platform are required to complete the survey each time a televisit is offered, attempted, or conducted as if an intervention were being added to Case Compass. The link to the survey is provided here: [Televisit Survey](#).

NECESSARY ACTION:

1. Review this memorandum with all APS staff
2. All questions should be cleared through normal supervisory channels and directed to the Bureau of APS Supports at APSPolicy@health.mo.gov or by calling 573-526-0714.

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