

## TELEHEALTH LEARNING AND CONSULTATION (TLC) TUESDAYS

### Telehealth Troubleshooting: April 28, 2020

Presenters: Carl Nassar, LPC, CIIPTS, Heart-Centered Counseling  
JK Costello, MD, MPH, The Steadman Group  
Leora Wolf-Prusan, EdD, Pacific Southwest MHTTC

### Participant Question & Presenter Response

#### Q1 *How do you ensure client/patient safety when using tele-therapy?*

- A1** Plan and practice prior to the first session by holding an introductory meeting with your client/patient to prepare for use of technology to deliver your services. During this session address any potential safety concerns. Some suggestions include:
1. Determine a safe word.
  2. Explain how to use the messaging feature in your platform to discuss safety concerns during the session.
  3. Encourage the use of a headset and practice use during introductory technology session.
  4. View the room where the client/patient will be present during the session to determine the level of privacy.
  5. Request that the client/patient inform you if things change during the session.
  6. Pace the session to adjust to any environmental changes.
  7. Tips to prepare for your appointment and to be prepared the day of your appointment are provided [here](#).

#### Q2 *Do you need to approach your hiring practices differently when using telehealth?*

- A2** No. The most important aspect of therapy is the therapeutic relationship. Research is conclusive that tele-therapy can be as successful as therapy delivered face-to-face in your office.

#### Q3 *Can you describe some strategies to ensure consent to participate in tele-therapy?*

- A3** Common aspects include:
1. Gathering typical demographic data including location where participation in therapy will occur.
  2. Providing a description of telehealth services including the electronic platform and determining the patient/clients access to technology. Telephone is always an option.
  3. Describing the benefits and risks.
  4. Securing a witness for verbal online consent. You can use electronic signatures, fax and snail mail.

**Q4 Can you provide some basic information on electronic platforms to use?**

**A4** The Pacific Southwest Mental Health Technology Transfer Center has prepared a comprehensive virtual guide to virtual learning. The Virtual Learning Guide can be accessed [here](#).

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