

# What to Do When A Client Texts You Outside of Work Hours: The Ethical Use of Technology in Clinical and Support Behavioral Practice

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**Dartmouth College**

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Central East (HHS Region 3)

**MHTTC**

**Mental Health Technology Transfer Center Network**

Funded by Substance Abuse and Mental Health Services Administration

# MHTTC Network

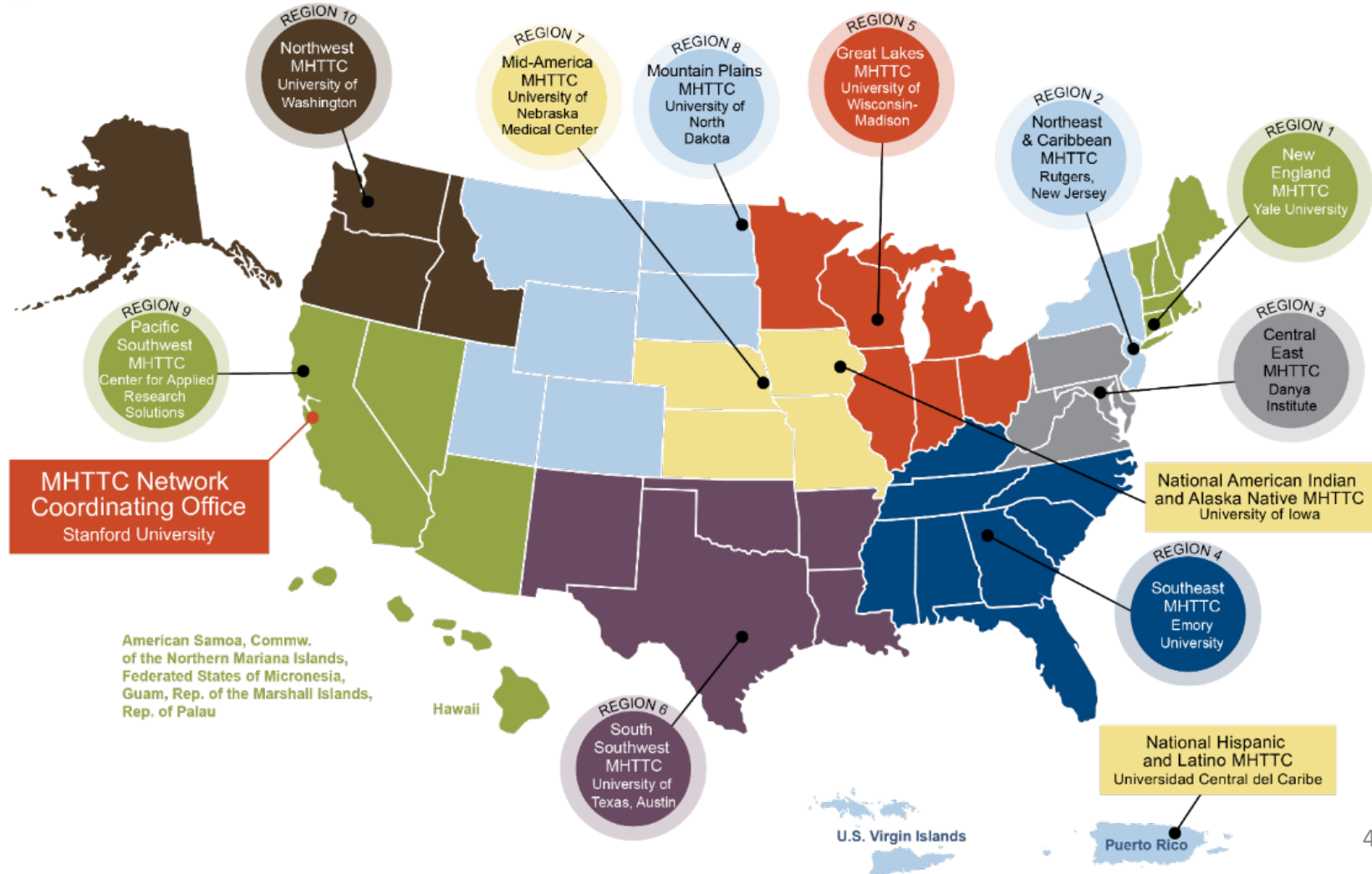


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# MHTTC Purpose

The MHTTC Network vision is to unify science, education and service to transform lives through evidence-based and promising treatment and recovery practices in a recovery-oriented system of care.

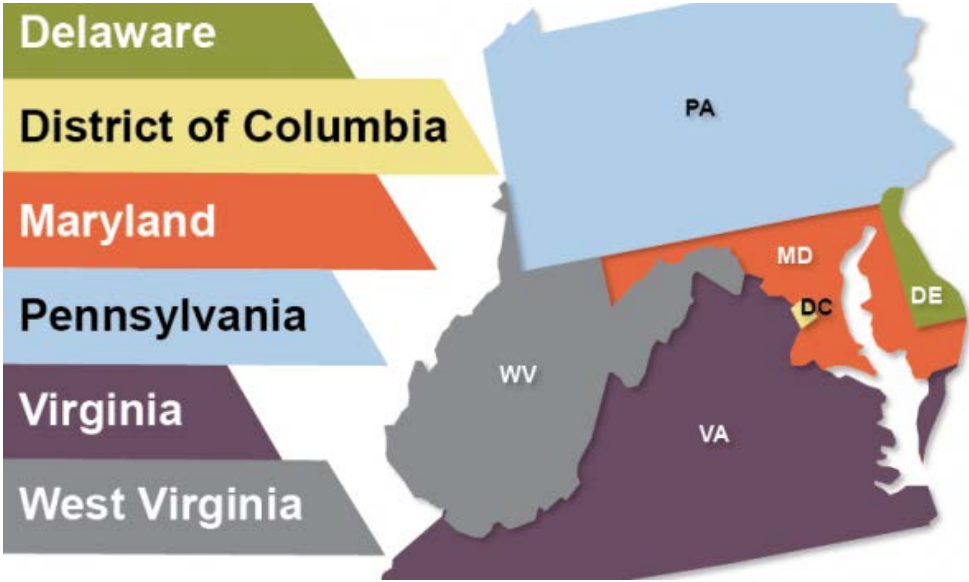


# Central East MHTTC Goals

## Funded by SAMHSA to:

- **Accelerate** the adoption and implementation of mental health related evidence-based practices
- **Heighten** the awareness, knowledge, and skills of the behavioral health workforce
- **Foster** alliances among culturally diverse practitioners, researchers, policy makers, family members, and consumers
- **Ensure** the availability and delivery of publicly available, free of charge, training and technical assistance

# Central East Region 3



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# What to Do When A Client Texts You Outside of Work Hours: The Ethical Use of Technology in Clinical and Support Behavioral Practice

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# Agenda

- Describe emerging technologies and analytical techniques in behavioral health practice
- Understand how to use a decision-support tools to guide ethical decision-making in selecting technologies with clients/service users
- Develop knowledge of ethical obligations of service providers

# The Promise of Telehealth

- A new dataset that offsets inaccuracies of self-report data
- People are in charge of their health
  - Self-monitoring
  - Improve health
- Transportation and inconvenience no longer a challenge
- Deliver care and services to the most vulnerable and underserved populations

# Technologies in Telehealth Practice

- Video-conferencing
- Smartphones and apps
- Websites
- Social Media
- Wearables and/or implantable sensor
- Bluetooth/Motion Mapping
- Video games
- Virtual reality

# Data Collection Techniques

## **Ecological Momentary Assessments**

- Active Data

## **Digital Phenotyping**

- Passive Data

## **Machine Learning and Natural Language Processing**

# Ethical Issues in Telehealth

**mHealth is not regulated**



# Ethical Issues in Telehealth

## Access to Data



# Ethical Issues in Telehealth

## Intellectual Property to Client Data



# Ethical Issues in Telehealth

## Privacy and Security





# Ethical Issues in Telehealth

## Third Parties Consent



# Decision-Support in Selecting Technologies



# American Psychiatric Association Smartphone App Framework

## Evaluation Model Screener

The below Model is comprehensive. This brief version of the Model extracts a sample of the most fundamental questions that should be asked before considering using an app, and can serve as a good "jumping off" point to get you started:

1. On which platforms/operating systems does the app work? Does it also work on a desktop computer?
2. Has the app been updated in the last 180 days?
3. Is there a transparent privacy policy that is clear and accessible before use?
4. Does the app collect, use, and/or transmit sensitive data? If yes, does it claim to do so securely?
5. Is there evidence of specific benefit from academic institutions, end user feedback, or research studies?
6. Does the app have a clinical/recovery foundation relevant to your intended use?
7. Does the app seem easy to use?
8. Can data be easily shared and interpreted in a way that's consistent with the stated purpose of the app?

[The App Evaluation Model](#)

# Decision-Support between Service Users and Clinicians/Support Workers



[Digital Peer Support Decision Tool](#)

# Questions





# Contact Us



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