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Frequently Asked Questions

Clinical Innovations in Telehealth Learning Series: Providing Culturally Relevant Telehealth Services for Latino Populations during a Pandemic: June 2, 2020

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The following are several frequently asked questions from the webinar. [See the webinar recording and slide deck for more information:](#)

Participant Question & Presenters' Response

Q1 How can the therapist address implicit bias?

A1 Addressing implicit bias requires that the therapist first acknowledges that interracial and intraracial bias exists in the therapeutic interaction. Bias is developed through experiences and beliefs that we have developed throughout our personal and professional lives. It can be as simple as an automatic belief about someone based on a characteristic that they have. The therapist should analyze their own understanding of the client with questions such as “why do I believe this?” or “what tells me this about the client?” to be able to identify bias. It is recommended that the therapist educate themselves by reading about bias and the issues that are causing ignorance, talking to colleagues, and seeking supervision.

Q2 What are best practices for informed consent for patients paying out of pocket? What needs to be documented if you don't bill a third party?

A2 The type of payment does not change the requirements for informed consent or documentation. If a clinician is offering clinical services using their license, they are still ethically required to appropriately document where, when, treatment goals, and the outcome of the session. These session notes can still be required if there is a question regarding the treatment, a legal issue, or if the client needs evidence of treatment progress. To gain informed consent, the clinician is required to notify the client of what will be documented, any issues of confidentiality and other agency policies.

Q3 How does acculturation affect the degree of high or low context communication?

A3 As individuals become acculturated to a new environment, just as they may learn a new language, they may also adopt non-verbal communication patterns of the new environment. Therefore, service providers that provide services to the Latinx population should consider their level of acculturation when considering how high or low context communication may impact the interventions.

Q4 What is cultural interdependence and how does it impact telehealth?

A4 All interactions are cross cultural and culturally interdependent. Cultural interdependence means that when two people come together, they change and adapt their own behaviors and communication to work together interdependently on a common goal. When used in telehealth, it allows the service provider and client to meet together to identify how telehealth might work best for them. Each person maintains openness to the other's need in the intervention and is willing to adapt their own preferences and be creative to be able to communicate successfully.

Q5 What are some helpful techniques to use to engage patients?

A5 The key to telehealth, as in in-person interactions, is to adapt the session to the needs of the client. Ask the client about their environment and maximize the use of the environment. This may mean



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that you have the client share about items in their environment (show and tell), invite family or friends that may not usually be able to attend, or you can use internet resources such as videos or a white board via the share screen function on many platforms. I have had clients share music videos or inspirational videos that they found before the session, and they discussed how they found it helpful. This is also a great way to allow the client to share their culture in the session. Worksheets or other documents can be emailed to clients if necessary, or the client can use a piece of paper to answer questions and then share with you or the group. There are many games and activities on the internet such as Simon says, I-spy, or other games that can be adapted to the appropriate age group and topic that do not require physical contact. Inviting the client to share what they find helpful or what they enjoy doing can provide them with a feeling of choice and increase their self-efficacy!

Q6 *How might the current environment of protests and police brutality and the pandemic impact the Latinx population? Are there any particular considerations for telehealth?*

A6 As the Latinx population continues to experience a disparate impact of the pandemic, discrimination, police brutality, and unrest in communities, there are increased stressors regarding issues of safety and justice. Telehealth may be an opportunity for this population to be able to connect with service providers when it is unsafe to leave their homes. However, there also may be increased distrust of technology and of leaders. Service providers must meet clients where they are and provide them with opportunities to reflect and mourn the loss of normality, and provide them with choices as to how services can best fulfill their needs.

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