

Ethical Practice in a Virtual World: Ethics and the Use of Technology in Healthcare Service Delivery

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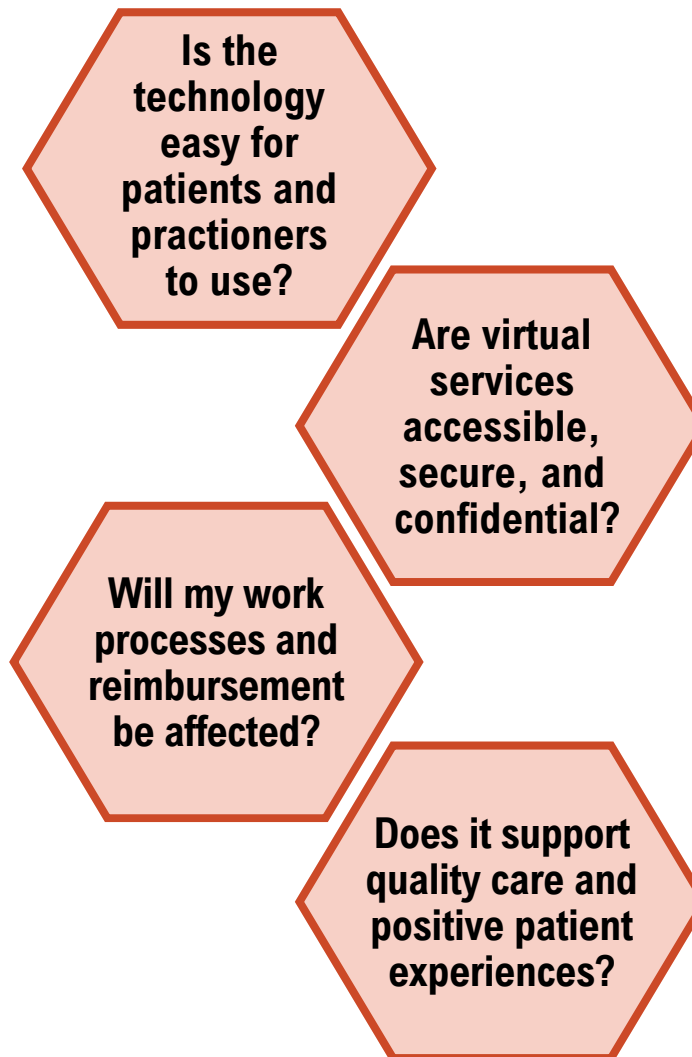
What will I learn?

- Ethical concerns specific to virtual service delivery in their clinical practice
- Ethical responses to challenges associated with the use of virtual technologies
- How to detect & mitigate limitations in the use of technology and virtual platforms in your work

Technologies & modalities used in service delivery:

- Video conferencing, phone calls, emails, and text messages
- Entering data into web-based assessment platforms; sending recordings, photos, or documents
- Synchronous/asynchronous telehealth, remote patient monitoring, and mobile health
- Streaming media

Common concerns when using technology...



Important Ethical Considerations

Health equity & access to care
Licensure & qualifications
Confidentiality
Information security
Ethical boundaries
Documentation
Location/storage of information
Common criticisms/opinions
Informed consent
Patient satisfaction
Ensuring client protection
Quality of work product
Emergency services
Insurance & reimbursement
Logistical factors
Technological difficulties
Competency in practical/ethical use of services