

# Telehealth

## For Mental Health Professionals

### 2-Day Distance Therapy Training

The use of technology is a common expectation of clients in today's world (and a requirement for some clients). Providing distance therapy services makes sense for your practice, but understanding all the legal, ethical, business and in-session challenges can seem daunting.

**What are all the legal and ethical risks? Is distance therapy effective? How do I even get started? – Attend this course and get the answers to your questions!**

Providing distance therapy services will allow you to gain access to more clients and provide quality care for your clients wherever they are.

**By attending this Distance Therapy Training Course, you'll obtain a complete walkthrough of the whole process. You'll learn:**

- The key terminology, evidence, benefits and risks.
- The unique legal and ethical concerns associated, such as privacy, security and crossing state lines.
- The policies, procedures and best practices you need to know to get started and while protecting your professional liability.
- How to navigate challenging telehealth business questions involving marketing, payments, billing and insurance.
- Demonstrations of the technology options and strategies for how to use them effectively.

**Sign up today and leave confident in your ability to have a successful telehealth practice!**

#### Target Audience

Counselors • Social Workers • Psychologists • Psychiatrists  
Case Managers • Addiction Counselors • Therapists  
Marriage & Family Therapists • Nurses • Other Mental Health Professionals

#### Live Webcast Details and Live Webcast Continuing Education Credit Information

**Join us on February 20 & 21, 2020, for this live, interactive webcast!** Invite your entire office and, like a live seminar, "attend" the webcast at its scheduled time. It's easy and convenient! Webcasts provide everything you need for a premier educational experience including real-time video and audio of the speaker. See and hear the speaker, ask questions via email and have them answered during the webcast, and watch the slides all on your computer screen. Seminar materials are available for download. One CE Certificate is included. Certificates of Completion can be printed after completing and passing the on-line post-test evaluation. Additional certificates are available for \$79.99 USD per participant. Please see "live seminar schedule" for full attendance start and end times. NOTE: Boards do not allow credit for breaks or lunch. For CE information for the live webcast, please visit: [www.pesi.com/webcast/77304](http://www.pesi.com/webcast/77304)

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## Objectives

1. Appraise the legal and ethical challenges posed by telehealth for mental health professionals in a clinical setting.
2. Analyze the evidence supporting the effectiveness of telehealth as it relates to clinical treatment.
3. Inspect the unique policies and procedures considerations for telehealth and the clinical implications.
4. Evaluate adaptations with telehealth for various populations to improve clinical outcomes.
5. Investigate the privacy, security and confidentiality concerns related to technology use in clinical practice.
6. Differentiate how client expectations differ for telehealth as compared to in-person therapy and what that means for clinical treatment.
7. Distinguish unique boundary issues that arise in a telehealth setting.
8. Utilize specific adaptations that are recommended for various disorders and modalities to improve clinical outcomes.
9. Appraise text messaging and email complications as it relates to privacy in a clinical setting.
10. Apply best ethical practices regarding referrals and advertising concerns as it relates to clinical practice.
11. Articulate the legalities of practicing across state lines via telehealth sessions.
12. Specify the HIPAA compliance challenges associated with telehealth and its clinical implications.

## Meet Your Speaker

**Joni Gilbertson, MA, NCC, LCPC, BC-TMH**, is a licensed clinical professional counselor, Board-Certified Telemental Health Provider and the owner/founder of COPE Counseling Services, LLC where she uses telehealth to assist individuals, couples and families with everyday coping in areas such as relationship, depression, suicide, and general coping skills. She is a Board-certified Telemental Health Provider with years of experience seeing clients using distance counseling. Her counseling centers specialize in treatment for both adults and children. Joni is also experienced as a clinical counselor supervising a mental health staff within a hospital setting and within her clinical practice. She regularly uses distance counseling to work with diverse populations in multiple states, and court program specialist. She is licensed as a mental health professional in Illinois and Florida while presently residing in Florida.

Joni completed many trainings in distance counseling and even edited numerous online courses for telehealth. She is a certified trainer in mental health first aid and motivational interviewing. She is also certified in domestic violence facilitation, phototherapy and selective other methods that enhance client awareness. For many years she trained mental health agencies, children and family services, first responders, jails, prisons, and detention centers on mental health topics along with legal and ethical matters of relative concern to each population. As a former Chief of Probation and Probation Officer, she was responsible for training staff on mental health issues such as suicide awareness, personality disorders, substance use disorders and treatment strategies.

Joni is also a college instructor in the Sociology Department where she teaches mental health and legal issues classes. She was recently nominated and presented with the award for "Teachers Who Make a Difference" due to her engaging and dynamic style of teaching. She makes learning an enjoyable experience with her passion for the topic of using technology for mental health.

#### Speaker Disclosure:

Financial: Joni Gilbertson is owner of COPE Counseling Services. She receives a speaking honorarium from PESI, Inc.  
Non-financial: Joni Gilbertson has no relevant non-financial relationship to disclose.

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# Telehealth

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# Telehealth

## For Mental Health Professionals

### 2-Day Distance Therapy Training

#### A Complete Guide to Adapting Your Services for Distance Therapy Clients

- What You Need to Know About the Legal & Ethical Concerns
- Key Policies, Procedures and Best Practices for Success
- The Top Business Challenges with Telehealth – And How to Solve Them
- A Guided Walkthrough of Telehealth Technology
- Important Adaptations to Use for Various Populations and Disorders

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## Outline

### Telehealth for Mental Health Professionals What You Need to Know Before You Get Started

#### The Types of Telehealth

- Synchronous Format – Live Interaction via Video
- Asynchronous Format – Transfers of Information Electronically

#### Evidence Supporting the Effectiveness of Telehealth for Clients and Various Populations

#### The Benefits and Risks for Telehealth

#### Recent Trends in Telehealth

### Legal & Ethical Issues

#### Following a Code of Ethics

#### Legal Implications of Practicing Across State Lines

#### Privacy & Security

- HIPAA Compliance Concerns
- Documentation & Paperwork Issues
- Ensure Data Protection & Avoid Unintended Access/Disclosure
- The Client's Perception of Privacy via Videoconferencing

#### Boundary Issues More Likely to Arise in Telehealth

#### Multicultural Issues in Telehealth

#### Technology Competence of the Clinician and Client

### How to Start Your Mental Health Telepractice

#### Offering Your Telehealth Services – Where to Begin?

#### How to Introduce the Concept to Clients

#### Who is a Good Fit for Telehealth? Who is Not?

#### Administrative Responsibilities

#### Policies & Procedures Consideration – Protect Yourself and Your License

- Informed Consent – Unique Concerns & Best Practices
- Intake Process – Tips You Need to Know
- Emergency Plans for Telehealth

#### Client Interviewing & Assessment Techniques

#### Videoconferencing vs. Telephone

#### Best Practices for Professionalism

- Camera Placement, Background, Proximity & Dress Attire

- Handling Technical Issues

### Important Business Aspects to Consider

#### Marketing Concerns with Telehealth Practice

#### Billing & Reimbursement Strategies– Is This Covered Under My Client's Insurance Policy?

#### Payment Fee Structure Considerations

#### Communication of Payment Structure to Client

#### Professional Liability Insurance – Telehealth Covered?

#### Client Expectations & How They Differ Versus In-Person Therapy

#### Financial, Accounting & Tax Concerns

#### Giving and Getting Referrals - Issues for Telepractice

### Choosing a Platform – What Technology is Right for You and Your Clients?

#### An Overview of the Various Platforms Available

#### Demonstrations of Key Features

#### How to Assess What Features are Important for You

#### Cost Comparisons

#### What Legal Assurances Do I Need from A Platform Provider?

#### Client Considerations When Choosing a Platform

- What Technology is My Client Using & Where From?

### Demonstrations of Telehealth in Practice

#### A Guided Tour of How to Begin a Telehealth Videoconferencing Session

#### What Videoconferencing Looks Like in Practice

#### Key Techniques to Enhance the Telehealth In-Session Experience

#### Presentation Skills & Tips

### Additional Technology Considerations

#### Text Message & Email Telehealth– Security, Privacy & Expectations

#### Cloud Storage – What are the legal issues?

#### Virtual Reality – What You Need to Know

### Treatment Adaptations to Consider for Telehealth

#### Disorders

- Discuss Key Adjustments Recommended for Practicing Telehealth for Different Disorders

#### Populations

- Evidence & Best Practices for Tailoring Telehealth to a Variety of Clients

- Important Adaptations for Groups or Couples

#### Modalities

- Which Modalities Most Easily Apply to Telehealth & Which Could Use Adaptions

### Case Studies of Telehealth Successes & Failures

#### Examples of the Do's & Don'ts That Can Make or Break Your Telepractice

### The Future of Telehealth for Mental Health Professionals

#### Possible Future New Rules & Regulations

#### Up & Coming Technology Trends to Be Aware Of

#### What Distance Therapy Might Look Like in 10 years

## Course Continuing Education Credit Information

**Credits listed below are for full attendance at the live event only.** After attendance has been verified, pre-registered attendees will receive an email from PESI Customer Service with the subject line, "Evaluation and Certificate" within one week. This email will contain a link to complete the seminar evaluation and allow attendees to print, email or download a certificate of completion if in full attendance. For those in partial attendance (arrived late or left early), a letter of attendance is available through that link and an adjusted certificate of completion reflecting partial credit will be issued within 30 days (if your board allows). Please see "LIVE SEMINAR SCHEDULE" on this brochure for full attendance start and end times. NOTE: Boards do not allow credit for breaks or lunch.

If your profession is not listed, please contact your licensing board to determine your continuing education requirements and check for reciprocal approval. For other credit inquiries not specified below, or questions on home study credit availability, please contact [cepesi@pesi.com](mailto:cepesi@pesi.com) or 800-844-8260 before the event.

Materials that are included in this course may include interventions and modalities that are beyond the authorized practice of mental health professionals. As a licensed professional, you are responsible for reviewing the scope of practice, including activities that are defined in law as beyond the boundaries of practice in accordance with and in compliance with your profession's standards.

PESI, Inc. offers continuing education programs and products under the brand names PESI, PESI Healthcare, PESI Rehab and Psychotherapy Networker.

**Ethics:** This seminar includes 2.0 hours of general ethics instruction. If ethics is not specified within your licensing board's approval statement below, please contact your board to determine the applicability and amount of ethics allowed.

**Addiction Counselors:** This course has been approved by PESI, Inc., as a NAADAC Approved Education Provider, for 12.5 CE in the Counseling Services skill group. NAADAC Provider #77553. PESI, Inc. is responsible for all aspects of their programming. Full attendance is required; no partial credit will be awarded for partial attendance.

**Counselors:** This intermediate activity consists of 12.5 clock hours of continuing education instruction. Credit requirements and approvals vary per state board regulations. Please save the course outline, the certificate of completion you receive from the activity and contact your state board or organization to determine specific filing requirements.

**Georgia Counselors:** 12.5 of Core hours, applied for through the Licensed Professional Counselors Association of Georgia, LPCA.

**Marriage & Family Therapists:** This activity consists of 760 minutes of continuing education instruction. Credit requirements and approvals vary per state board regulations. You should save this course outline, the certificate of completion you receive from the activity and contact your state board or organization to determine specific filing requirements.

**Georgia Marriage & Family Therapists:** This activity has been submitted to the Georgia Association for Marriage and Family Therapy. Credit pending.

**Nurses, Nurse Practitioners, and Clinical Nurse Specialists:** PESI, Inc. is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Nurses in full attendance will earn 12.6 contact hours. Partial contact hours will be awarded for partial attendance.

### Psychologists & Psychiatrists & Physicians:

#### Psychiatrists & Physicians

PESI, Inc. is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. PESI, Inc. designates this live activity for a maximum of 12.5 AMA PRA Category 1 Credit(s). Physicians should only claim credit commensurate with the extent of their participation in the activity.

#### Psychologists

The following state psychologist boards recognize activities sponsored by PESI, Inc. as an approved ACCME provider: Alaska, Arkansas, California, Colorado, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Missouri, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, Oklahoma, Pennsylvania, South Carolina and Wisconsin. This activity consists of 12.5 clock hours of continuing education instruction. Certificates of attendance will be issued for you to submit to your state licensing board to recognize for continuing education credit.

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PESI, Inc., #1062, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. PESI, Inc. maintains responsibility for this course. ACE provider approval period: January 27, 2017 - January 27, 2020. Social Workers completing this course receive 10.5 Clinical Practice and 2.0 Ethics continuing education credits. No more than 12.5 total CE hours may be awarded for this activity. Course Level: Intermediate. Full attendance is required; no partial credits will be offered for partial attendance. A certificate of attendance will be awarded at the end of the program to social workers who complete the program evaluation.

**Other Professions:** This activity qualifies for 760 minutes of instructional content as required by many national, state and local licensing boards and professional organizations. Save your course outline and certificate of completion, and contact your own board or organization for specific requirements.



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## REGISTRATION FORM

### TELEHEALTH FOR MENTAL HEALTH PROFESSIONALS

### 2-DAY DISTANCE THERAPY TRAINING

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**ADA NEEDS**  
We would be happy to accommodate your ADA needs; please email [info@pesi.com](mailto:info@pesi.com) or call 1-800-844-8260 at least two weeks prior to the seminar date.

**SAME DAY REGISTRATION**  
Walk-ins are welcome but admission cannot be guaranteed. Contact us for space availability if registering within one week of seminar.

**TUITION OPTIONS**  
Advance registration required. Cannot be combined with other discounts.

• **FREE Military Tuition:** PESI Inc. is proud to offer this seminar free of charge on live seminar tuition for veterans and active duty military personnel. *Limited seats available; advance online registration required.*

• **\$60 Tuition:** If you are interested in being our registration coordinator for both days, go to: [www.pesi.com/coord](http://www.pesi.com/coord) for availability and job description, first come, first serve.

• **Discounted Student Rate:** As part of its mission to serve educational needs, PESI, Inc. offers a reduced rate of 50% off standard tuition for students (on live seminar and live video webcast tuition). *Advance online registration required.*

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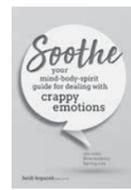
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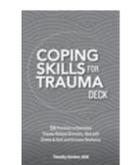
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By Heidi Kopacek

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By Timothy Gordon, MSW, RSW

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**8:00** Program begins

**11:50-1:00** Lunch (on your own)

**4:00** Program ends

There will be two 15-min breaks (mid-morning & mid-afternoon). Actual lunch and break start times are at the discretion of the speaker. A more detailed schedule is available upon request.



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