

OUTLINE

Research about Telehealth Services

Here to stay
It works
Benefits

Application of Ethical Codes

Psychologists, social workers, professional counselors
Building competence
Technology appropriateness examples

HIPAA

HIPAA and HITECH
HIPAA and small providers
Violations and why they occur

State Law Applications

State interests for the pros and cons for permitting telehealth
Cohesive incoherence
Examples of statutory guidance
Risk management guidelines
Interjurisdictional practice

Efforts to Improve Telehealth Interjurisdictional Practice

PsyPact
Others
Checklist of questions to determine if you can practice across statelines

Case Examples for Using Various Forms of Telehealth

Best practices for telehealth

Selecting the appropriate tools
Utilizing ATA guidelines
Clinical – patient and setting appropriateness
Technical - The setting, camera, microphones, and lighting
Administrative – connectivity, training
Practical solutions for your therapy

Processes & Procedures

The intake process
Informed consent – sample plan, key topics to cover
Emergency and crisis plans – what to include, medical issues, sample plan

Delivery Platforms Keeping Ethics/HIPAA in Mind

Asynchronous platforms
Common elements
Concerns with platform
Synchronous therapy
All-in-one services
Email and texting safely
Pros and cons
HIPAA requirements
Encryption
Password protection
VPN
Electronic communication policy
Hardware and software safety

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Screening and Suitability of the Client

Benefits of telehealth Services
Evidenced-based research
Patient and setting contraindications
The intake, mental status exam, and ongoing Evaluation
Assessment with clients

Professional Boundary Considerations

For the client
For the clinician
Crossings versus violations
Recommendations for maintaining professional boundaries
Licensing board complaint examples
Red Flags for Therapist
Strategies to Avoid Red Flags
Recommendations for improving the therapist’s telehealth experience
Additional Resources

Multicultural Considerations

Issues to consider
Geography, settings, populations
Seeking guidance

Theoretical Considerations for Telehealth

Evidence-based support
Which models transition well

Self-Care for the Clinician

Ethics application
Causes of burn out
Warning signs in therapists
Characteristics of effective self-care
Strategies and techniques
Resources

Dos and Don’ts of Social Media

Using social media to your advantage
The required social media policy
Social media and boundaries

The Era of Electronic Records

Development of the electronic record
Electronic document storage
Electronic document destruction

Reimbursement

Medicare/Medicaid
Private payer

Learning Objectives can be viewed
at pesi.com/webcast/83567

Live Webcast Schedule

(Times listed in Eastern)

8:00 Program begins

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A Therapist Guide for Ethical, Legal and
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But you're worried that the quality of your treatment could suffer and your license could be put at risk navigating complicated ethical, legal and technological issues you never thought you'd need to face.

This 12-hour Certification Course makes telehealth easy with the skills, knowledge, business advice, and technical guidance you need to get started right away!

Get the solutions you've been looking for so you can:

- **Confidently set up the technology** and tools you need to start providing telehealth services
- **Successfully adapt** in-room practices to the telehealth space!
- **Avoid violating HIPAA and HITECH** requirements and protect clients' privacy
- **Correctly handle billing** and recordkeeping
- **Make sure you get paid** for your telehealth services!
- **Protect yourself** from telehealth mistakes that could cost you your license

Sign up today, and add value to your clinical toolbox and resume with specialized training in delivering therapy services in the virtual space!

BONUS: You can become a Certified Clinical Telemental Health Provider (CTMH) upon completion of this course at no additional cost to you.

SPEAKER

Melissa Westendorf, Ph.D., J.D., is a clinical and forensic psychologist and founder of the Technology Wellness Center. As a clinician, she has provided therapy to adults and adolescents in the community and within the correctional setting. Dr. Westendorf's forensic practice is dedicated to assessing adults and youth in either the criminal justice system or in civil matters. As a technology wellness expert, she is dedicated to assisting parents, children, adolescents, and adults on understanding the complexities of technology use and the impact on our brains, emotions, and interpersonal relationships. Dr. Westendorf's legal training coupled with her clinical background enables her to work with individuals who are experiencing the legal ramifications of technology use.

As a proactive psychologist and educator, Dr. Westendorf is a keynote speaker at academic institutions, parent organizations, businesses, and community groups, offering preventative tools and resources that educate others on how to manage technology use in a healthy manner. She is the co-author of *Unplug! Raising Kids in a Technology Addicted World*. She has served on the committee for legal issues for the American Psychological Association and on the Psychology Examining Board for the state of Wisconsin. Dr. Westendorf has been appointed as an expert in high profile legal cases, featuring the psychological ramifications of technology use. Her expertise has been relied upon in a wide variety of articles, podcasts, radio segments, and television programming. She has been featured on NPR (National Public Radio), Wisconsin Public Radio, and ABC's 20/20. She is a monthly contributor to The Morning Blend.

Speaker Disclosures:

Financial: Melissa Westendorf is a founder of the Technology Wellness Center. She is in private practice. Dr. Westendorf receives a speaking honorarium from PESI, Inc.

Non-financial: Melissa Westendorf is a member of the American Psychological Association.



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