# 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

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

# **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

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 cinician

Crossings versus violations

Recommendations for maintaining professional

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/83724

# **Live Webcast Schedule**

**8:00** Program begins 11:50-1:00 Lunch Break

**4:00** Program ends

Target Audience: Counselors • Social Workers • Marriage & Family Therapists • Psychologists • Psychiatrists

Case Managers • Addiction Counselors • Therapists • Nurses • Other Mental Health Professionals

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

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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!

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# **SPEAKER**

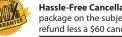
Melissa Westendorf, Ph.D., J.D., is a clinical and forensic psychologist and founder of the Technology Wellness Center. As a clinician, she has provided therapy to adults and adolescents in the community and within the correctional setting. Dr. Westendorf's forensic practice is dedicated to assessing 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.

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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