

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

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

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8:00 Program begins  
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A Therapist Guide for Ethical, Legal and Technology Concerns when Using Teletherapy

**Become a Certified Clinical Telemental Health Provider (CTMH)  
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**Providing telehealth services is a must for today's clinician**, allowing you to effectively expand your practice and reach clients even when they can't come to your office.

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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*\*Certification cost included with purchase of live webcast. Digital seminar and DVD do not include Certification. \*\*Professional standards apply. Visit [www.evgci.com/ctmh](http://www.evgci.com/ctmh) for details.*



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