

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



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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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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.

Best of all, upon completion of this live training, you'll be eligible to become a Certified Clinical Telemental Health Provider (CTMH) through Evergreen Certifications. Certification lets colleagues, employers, and clients know that you've invested the extra time and effort necessary to understand the complexities of using telemental health in mental health counselling. Professional standards apply. Visit www.evergreencertifications.com/ctmh for details.

Sign up today and get the skills and confidence you need to successfully help your clients with the power of telemental health!

Meet Your Speaker

Joni Gilbertson, MA, NCC, LCPC, LMHC, BC-TMH, CTMH, is a licensed clinical professional counselor, Board-Certified Telemental Health Provider and the owner/ founder of COPE Counseling Services, LLC where she uses telemental health to assist individuals, couples and families with everyday coping in areas such as relationships, depression, suicide, and anger management. She is licensed as a mental health professional both in Illinois and Florida while presently residing in Florida.

Joni completed over twenty trainings in telehealth and edited sixteen plus online courses for telemental health. She is a certified trainer in clinical telemental health, mental health first aid, and motivational interviewing. She is also certified in domestic violence facilitation and selective other methods that enhance client awareness. She regularly uses distance counseling to work with diverse populations by using video sessions and other technologies. She started one of the first telehealth programs for court-ordered clients and has over ten years of experience with using video sessions for programs such as domestic violence and anger management.

Joni also has experience supervising a mental health staff within a hospital setting and supervising interns within her clinical practice. For many years she trained mental health agencies, children and family services, first responders, employees at jails, prisons, and detention centers on mental health topics and legal and ethical matters of relative concern to each population. As a former Chief of Probation and Probation Officer, she was responsible for designing and training staff members on mental health issues such as suicide awareness, personality disorders, substance use disorders and treatment strategies.

Joni is a recently retired college instructor who worked within the Sociology Department where she designed and instructed seventeen mental health and legal issues classes. She was recently nominated and presented with an 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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