

## 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

### 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

### Live Webinar Schedule - both days (Times listed in Eastern)

**8:00** Program begins

**11:50-1:00** Lunch Break

**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.

Limited time only

Create your  
**FREE**  
directory listing



therapist.com

Go to [therapist.com/tcom](http://therapist.com/tcom) to learn more.

NON-PROFIT  
ORGANIZATION  
U.S. POSTAGE PAID  
EAU CLAIRE, WI  
PERMIT NO. 32729

Group Training  
Solutions Made Easy!

- ONLINE or in-person
- Customizable
- Easy remote access
- From 5 to 5000
- CE hours available



[www.pesi.com/inhouse](http://www.pesi.com/inhouse)

PESI, Inc.  
P.O. Box 1000  
Eau Claire, WI 54702-1000

Live Online –or– On-Demand Certification Training

# 2-Day Certified Clinical Telemental Health Provider Training

A Therapist Guide for Ethical, Legal and  
Technology Concerns when Using Teletherapy

Live Interactive Webinar  
Tuesday & Wednesday, September 19 & 20, 2023  
Can't Attend Live? Get the On-Demand Training!

Register now! [pesi.com/webcast/89640](http://pesi.com/webcast/89640)

Live Online –or– On-Demand Certification Training

# 2-Day Certified Clinical Telemental Health Provider Training

A Therapist Guide for Ethical, Legal and  
Technology Concerns when Using Teletherapy



Limited Time Offer  
Your Certification Application Fee  
(\$99 value!) Included - On PESI! See details inside

Live Interactive Webinar  
Tuesday & Wednesday, September 19 & 20, 2023  
Can't Attend Live? Get the On-Demand Training!

Register Now: [pesi.com/webcast/89640](http://pesi.com/webcast/89640)



A NON-PROFIT ORGANIZATION CONNECTING  
KNOWLEDGE WITH NEED SINCE 1979

Learning Objectives can be viewed at [pesi.com/webcast/89640](http://pesi.com/webcast/89640)

## 2-Day: Certified Clinical Telemental Health Provider Training

A Therapist Guide for Ethical, Legal and Technology Concerns when Using Teletherapy

Become a Certified Clinical Telemental Health Provider (CTMH) faster and easier than you ever thought possible!

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

Add value to your clinical toolbox and resume with specialized training in delivering therapy services in the virtual space!

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](http://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!

### Target Audience:

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



**Risk Free Purchase!** PESI stands by our trainings and we have a 100% satisfaction guarantee. If you are not satisfied, please contact our customer service team at [www.pesi.com/info](http://www.pesi.com/info) or 800-726-3888 and we will make it right.

### PESI Offers Group Discounts!

To save on groups of 5 or more, contact us at [pesi.com/info](http://pesi.com/info)!

**Questions?** Visit our FAQ page at [www.pesi.com/faq](http://www.pesi.com/faq) or contact us at [www.pesi.com/info](http://www.pesi.com/info).

**Have a seminar idea? A manuscript to publish?** The nation's top speakers and authors contact PESI first. If you are interested in becoming a speaker or have a new topic idea, please contact **Spencer Jahnke** at [sjahnke@pesi.com](mailto:sjahnke@pesi.com).

## CERTIFICATION MADE SIMPLE!



- No hidden fees – PESI pays for your application fee (a \$149.99 value)!
- Simply complete this live event and the post-event evaluation included in this training, and your application to be a Certified Clinical Telemental Health Provider (CTMH) through Evergreen Certifications is complete.\*

Attendees will receive documentation of CTMH designation from Evergreen Certifications 4 to 6 weeks following the program.  
\*Professional standards apply. Visit [www.evergreencertifications.com/ctmh](http://www.evergreencertifications.com/ctmh) for professional requirements

## MEET YOUR SPEAKER

**Melissa Westendorf, PhD, JD**, 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.

#### Speaker Disclosures:

Financial: Melissa Westendorf is the founder of Technology Wellness Center, LLC and maintains a private practice. She receives royalties as a published author. Melissa Westendorf receives a speaking honorarium and recording royalties from PESI, Inc. She has no relevant financial relationships with ineligible organizations.

Non-financial: Melissa Westendorf is a member of the Association for the Treatment of Sexual Abusers, the American Psychological Association, and the International Association of Correctional and Forensic Psychologists.

To view the full bio, visit [www.pesi.com/webcast/89640](http://www.pesi.com/webcast/89640)

## CE CREDITS AVAILABLE FOR LIVE WEBINAR

This continuing education activity is designed to meet state board requirements for the following professionals: **Counselors, Marriage and Family Therapists, Physicians, Psychologists, and Social Workers.**

For specific credit approvals, details, and planning committee disclosures, please see the "credit approvals and details" URL below. For speaker disclosures, please see speaker bios.

#### National CE Credit Approvals For Live Webinar

Credits listed are for full attendance at the live webinar only. The CE certificate can be downloaded/printed after completing the webinar, passing the online post-test (80% passing score), and completing the evaluation. Please see schedule for full attendance start and end times. NOTE: Boards do not allow credit for breaks or lunch.

\*includes up to 2.0 hours of general ethics instruction.



PESI, Inc., #1062, is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: January 27, 2023 - January 27, 2026. Social workers completing this course receive 12.75 total credits including 10.75 Clinical and 2.0 Ethics continuing education credits.

Course Level: Intermediate Format: Synchronous distance Full attendance is required; no partial credits will be offered for partial attendance.

**Self-study credit:** To check availability for your profession, go to [www.pesi.com](http://www.pesi.com) or call 800-844-8260 with your licensing board to verify acceptance of self-study credit for license renewal.

\*Content and materials in this course may include interventions and modalities that are beyond the authorized practice of your profession. 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 Kids, PESI Rehab, PESI AU, PESI UK, and Psychotherapy Networker.

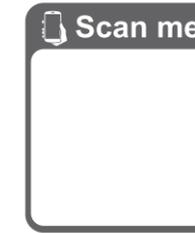
Earn up to **12.5 CE Hours** for one low price!

For all credit approvals and details, visit: [www.pesi.com/webcast/89640](http://www.pesi.com/webcast/89640)

# SIGN UP-TODAY!

## Choose your Learning Experience!

PESI offers multiple formats to fit your CE needs



Register Online at:  
[pesi.com/webcast/89640](http://pesi.com/webcast/89640)

### Live Interactive Webinar (Option 1)

September 19 & 20, 2023 [PWZ89639]

\$459.99 tuition

8am Eastern time

#### Live Webinar Experience:

- Participate live in real-time while connecting and collaborating with peers
- Ask the presenter your questions
- Earn a live CE certificate

**FREE BONUS:** Replay on-demand access for 90-days after webinar

\*Live CE is only available when viewed live

**Get a Group Discount!** Contact us at [pesi.com/info](http://pesi.com/info) to save for groups of 5 or more

### On-Demand Digital Seminar (Option 2)

\$459.99 [POS056740]

#### Digital Seminar Experience:

- Learn at your own pace with 24/7 access from your PESI account
  - Access to the program materials
  - Enjoy lifetime on-demand access
  - Earn a self-study CE certificate
- CE hours and approvals may vary from live event. Visit [www.pesi.com](http://www.pesi.com) or call 800-726-3888 to check for availability.

### DVD (Option 3)

\$459.99 [RNV056740]

#### DVD Experience:

- Self-study CE certificate available
- CE hours, approvals and cost of CE Certificates may vary from live event. Visit [www.pesi.com](http://www.pesi.com) or call 800-726-3888 to check for availability and pricing

### ADA NEEDS

We would be happy to accommodate your ADA needs; Please notify us at time of registration.

### QUESTIONS

Visit [pesi.com/faq](http://pesi.com/faq) or contact us at [pesi.com/info](http://pesi.com/info)

### TAXES AND SHIPPING

Taxes and shipping apply where applicable, see website for details

### OTHER WAYS TO REGISTER

Phone: 800-726-3888

Fax: 800-554-9775

Mail: PESI, Inc.

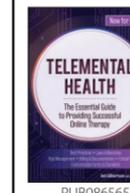
PO Box 1000

Eau Claire, WI 54702-1000

\*If mailing/faxing registration, find form at [www.pesi.com/form](http://www.pesi.com/form) or call 800-726-3888



## Special Offer! Up To 25% Off!



**Telemental Health**  
*The Essential Guide to Providing Successful Online Therapy*

Joni Gilbertson, MA, NCC, LMHC, BC-TMH, CTMH

~~\$24.99~~ \$19.99\*

PUB086565



**Telemental Health with Kids Toolbox, Volume 2: 125+ Competitive Games, Cooperative Play Exercises, Creative Activities, Brain Games, and Talk Therapy Interventions**

Amy Marshall, PsyD

~~\$26.99~~ \$22.99\*

PUB088100

\* Discount Included with purchase of the Webinar