Reality Checks: Telehealth Standards Of Care in Emergency Times

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PERSON CENTERED TECH

What Are We Doing Here?

We assume you are either scrambling to get competent at telemental health, or you are experienced at it and are struggling with new limitations imposed by COVID-19 quarantine measures.

Our goal here is to make sure you're able to practice teletherapy at a "C+" or better level

Unit 1:
Telehealth Tech and Logistics

Telehealth Tech Research Facts

- The smaller your monitor, the less reliably you can assess a client's mental status

- Other things that negatively impact your ability to attune and assess: poor video resolution, poor image clarity, slow Internet speeds, excessive shadows/poor lighting.

(American Telemedicine Association, 2009)

Telehealth Tech Made Simple

Your needs:

- Camera

- Microphone

- Earbuds or Headset

- Computing device

- Internet connection

- iPads and higher-quality Android tablets also have good quality cameras and microphones.

- Smartphones might work, but the very small screen is not ideal for assessing affect.

Camera

Earbuds

Computer

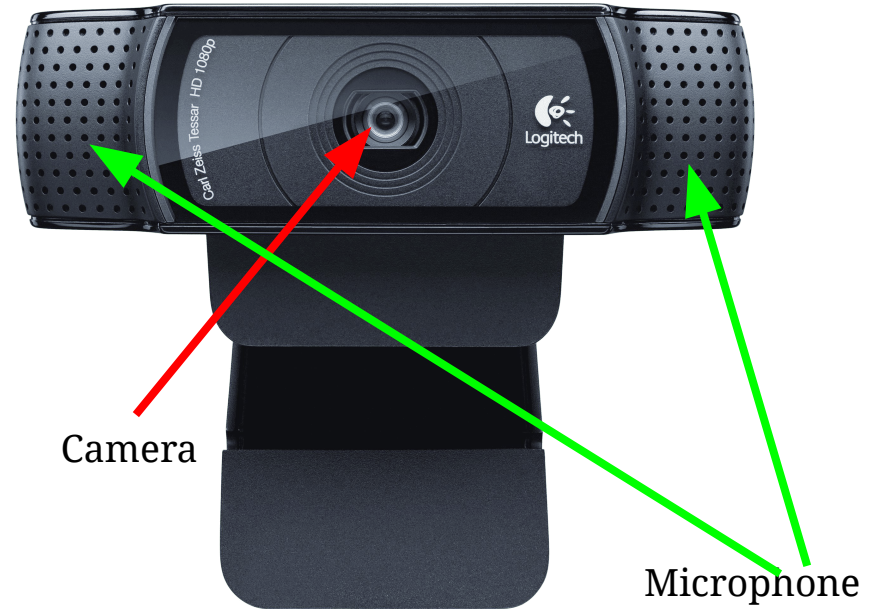Microphone

Internet (In the air!)

Telehealth Tech Upgrades to Higher Care Standard

Larger Monitor

Logitech C920

Camera

Microphone

Telehealth Tech Prep

Getting You and Clients Ready for Effective Sessions

- [When Online Therapy Video Sessions Go Glitchy: Some Tips](#)

- [Online Therapy Pre-Intake Preparation for Clients](#)

- [Making Eye Contact Over Video in Telemental Health Services](#)

Lighting and Angles

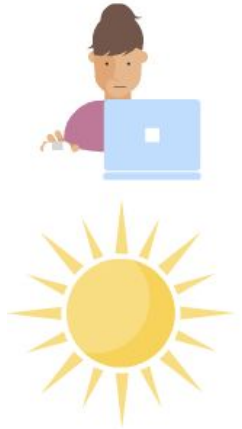If this is your client, what will you see on your screen?

Camera

Lighting and Angles: Get Straight (Both of You)

Distance to camera

θ

Gaze Angle

Distance Between Camera & Client's Eyes
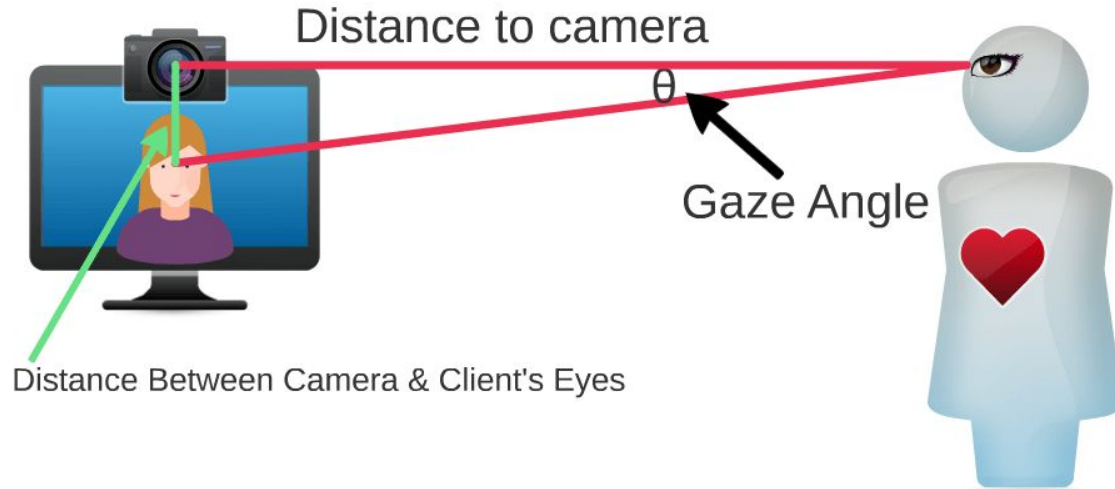
Tip: Bad angles can be mitigated by sitting further back from the camera -- Especially with a big monitor
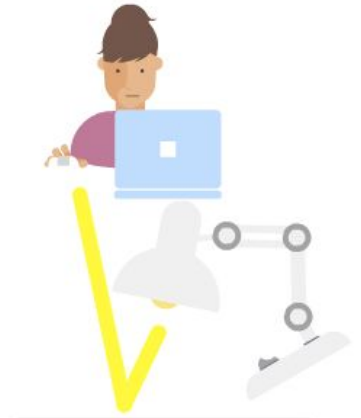
Lighting Setups That Work

Natural

Key Only

Key & Fill

Reflected

Tip: A standing lamp up on the desk makes a great source of diffuse light

Lighting Setups That *Don't* Work

Backlit

Monitor-Lit

Unit 2:
Space, Privacy and Boundaries

PERSON CENTERED TECH

Manage Space, But Let Go of Control

This month, we are all Professor Robert Kelly

Manage Space, But Let Go of Control

- A fundamental conundrum of telehealth is: you don't control the space!

- How much do you need to exert control from afar? What do you need to give up?

    - Consider clients whose home isn't safe!

- The usual standard for teletherapy is somewhat stymied by the requirement that everyone stay at home -- often with their families

Let's look at the client guidance page!

"Essential Services"

- Can you deliver a good standard of care from home?
  - The answer will vary widely
- It is ideal that you not have family interruptions ("Ideal" isn't always real, of course)
- Is your space low on or free of distractions that will create problems for the telehealth medium?

The big question:

Although you are doing 100% telehealth, do you need to travel to your office to deliver telehealth that meets a necessary standard of care?

GoToWebinar Support # is: **800-263-6317**

Resources

- [Person Centered Tech Telemental Health Articles and Posts](#)

- [Telehealth Resource Centers](#)

- [When Online Therapy Video Sessions Go Glitchy: Some Tips](#)

- [Online Therapy Pre-Intake Preparation for Clients](#)

- [Making Eye Contact Over Video in Telemental Health Services](#)

References

- American Telemedicine Association. (2009). Practice Guidelines for Videoconferencing-Based Telemental Health. Author.

- American Telemedicine Association. (2009). Evidence-Based Practice For Telemental Health. Author.

- American Telemedicine Association. (2013). Practice Guidelines for Video-Based Online Mental Health Services. Author.