

Telehealth in the Time of Pandemic: Strategies and insights for Providers

What is telehealth?

Telehealth is the application of telecommunications technology to the delivery of [therapy] services at a distance by linking clinician to client...for assessment, intervention, and/or consultation.



Tips for Success

- *Be sure to use a HIPPA-compliant technology like Doxy.me, Zoom, or Thera-Link.*
- *Be aware of potential boundary issues. Don't reveal too much about yourself or your home and be cautious of screen-sharing and camera positioning.*
- *Build rapport with your patients! Voice concise encouragement/affirmations, pay close attention to details and repeat after your patient.*
- *Don't be afraid to circle back to difficult subjects.*

If done correctly, teletherapy enables for a positive therapeutic result and delivery of care.

What are the benefits?

- **Accessibility:** allows you access to patients in different areas and remotely.
- **Work-Load Management:** cuts down your time, although the workload management may be heavily increased because of the demand.
- **Reduced Overheads:** you can save on overheads such as cost of office space and other expenses.
- **This may be a solution to therapist shortage.**

What are the disadvantages?

- **Communication barriers**, like a reduced level of connectedness and expressed empathy, may be increased using telehealth.
- **Technological issues** can disrupt access to care.
- **Insurance coverage may not be provided for telehealth.** it is imperative to check, and see if the patient is in your insurance network.
- Response to **crisis situations** is exceedingly difficult during teletherapy.
- You do not want to lose your **client's trust** or **compromise your liability**. This is understandable as everything in this form of therapy is reliant on technology.

Data from "Telehealth in the Time of Pandemic: Strategies and Insights for Overcoming Barriers for Individuals, Families, and Providers" by Brad Richards

Find more Coronavirus (COVID-19) resources at http://namimd.org/coronavirus_resources



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