

What is Telehealth

Telehealth, also known as online therapy, e-therapy, or video therapy, is therapy delivered through a virtual platform via a computer, laptop, tablet or mobile device. If you've ever used FaceTime or Skype, it's essentially the same thing – except more secure and with a qualified mental health professional.

Telehealth sessions work much the same way as traditional face to face sessions with only one significant difference – the mental health professional and the client are not in the same room.

Sessions are scheduled at an appropriate and suitable time and day for each party, who then log-in via a HIPPA compliant secure video platform. Links to the secure video platform can be sent via text or email. The mental health professional and client can see and hear each other in real-time during the session via the use of webcams and headset (if required). Through this virtual environment, they can interact with each other, and the mental health professional uses the same methods they would use in a face-to-face session.

Please keep in mind patient confidentiality still applies to telehealth services. Sessions should be held in a private, quiet, and well- lit location. Ensure you and your surroundings appear professional and should avoid interruptions to your session.

OMHAS has allowed for us to use various telehealth services platforms. For staff wanting to provide telehealth services DFYF supports use of the HIPPA compliant doxy.me telehealth platform. If clients request other platforms such as facetime, we are in support of this.

Explaining to Clients

We should offer telehealth services to our clients who are willing and have the technology to do so. Please document their consent in your progress notes or their decline. We need to review the below benefits and potential risks with parents/guardians/clients. (This is located in the electronic consent section)

Benefits of Telehealth Services

Clients are able to access services they could not receive otherwise.

Clients are able to schedule services at times that are convenient to their schedule.

Telehealth services eliminate the need for transportation to and from services.

Potential Barriers/Risks of Telehealth Services

It may be more difficult to read non-verbal communication and assess this part of functioning.

Technology and related disruptions used in services may interfere with communication or prevent services from occurring.

As with any information transmitted via technology, telehealth communications are vulnerable to being hacked or intercepted.