

## **Thinking Forward: Navigating Telepractice Successfully – Developing Your Specific Plan (Part Two)**

(Kendall Robins, PsyD; and Charlie Schaefer, PhD – Barnabas International)

Communication platforms: Texting, email, telephone, video conferencing...

- Legal, ethical, safety concerns – choose HIPAA compliant, BAA agreement available, encrypted
- Our approach:
  - limit emails and texting to non-clinical, logistical content
  - telephone connections that are secure
  - video conference with doxy.me and regroup CONNECT free basic versions

License/legal issues for telepractice

- Must comply with HIPAA and with relevant state licensing boards
- Research requirements for your location and your clients' locations
  - usually need to comply with both
  - international locations may not have a licensing board and may not care about therapy provided to nonresident expatriates

Clinical concerns – you should know:

- Your technology well (limitations, security, bandwidth requirements)!
- Clinical diagnoses that can and cannot be safely and successfully treated remotely with telepractice
- Create a Telepractice-specific Informed Consent Form that explains:
  - limitations
  - backup communications procedure
  - privacy concerns
  - emergency contact and procedures
- Keep the same quality of professional records as with face-to-face therapy

Liability

- Check for telehealth coverage with your liability insurance carrier
  - some policies might require an extra rider
- Our approach:
  - Trust Risk Management Services covers all psychological services (including telehealth and supervision) if they are legal

Payment

- Determine how payment will be made remotely and by whom (client, sending org., insurance)
- Many insurance companies now cover it – but check to see how they want CPT code modified