

# Clinical Principles & Standards

Conducting a Behavioral Telehealth Session

Week 4

# Learning Objectives

- Understand the need for behavioral telehealth certification standards.
- Recognize differences in counseling techniques conducting behavioral telehealth counseling sessions.

# Sessions in Tele-behavioral Health

The nuts and bolts of a session:

- Make sure it fits the client
- Preparation for the Session
- Moving to a Relationship
- Online Ground Rules
- Termination of Session and Treatment

## At a click of a button

Can leave the session -  
maintaining the commitment of  
the client to participate



# First-make sure it fits

- The I <3 technology
- To the inappropriate: SI/HI, Thought D/O, Need of medication, Medication is not stable, etc.



# Assessments

- It is not everything, explore and find the rest of the story-On-line life/technology experience-digital native or digital immigrant
- Obtain background information/collateral data

# Article Discussion



# Session-Check Sheet

- Orientation
- Technology check
- Phone number
- Location
- ICE





# Be Prepared

- Because the client is not within the walls of an office – client could increase verbalization of negativity, more easily distracted, etc.

# Utilize:

- Description
- Feedback
- Reflective listening

24/7  
Does that mean  
24/7?

# Ground Rules

- Review - Review- Review
- Time
- Session after use?
- Client Responsibility
- Unscheduled chats
- Session requests
- Emails
- When/how communicate

# Ground Rules (continued)

- Engagement - ACTIVE
- Focus - Client Goals
- Real Life - Here and now
- Proactive
- Scheduling
- Resources
- Boundaries
- Varying Modalities
- Nature of Therapy

# Termination

- Start talking about discharging at **ADMISSION**
- Emphasize termination is a process
- Importance of closure
- Opening the door to allow discussion on desires to leave

# Important PART of Termination

Follow-up

When can client return?

How can client return?

How can client contact?

# Summary

- Encourage fluent/expressive communication
- Feeling comfortable where they are
- Text/internet/phone/email/camera
- Who would best be served?
- Who would not?
- Structure Resembles F2F