



TELEHEALTH IN NEW ZEALAND AS PSYCHOLOGISTS ADAPT TO ONLINE WORK

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Overview

- ▶ Getting Started - terminology, benefits & barriers, hardware & software
- ▶ Safety, Privacy and Security - regulations & other considerations
- ▶ Practical Tips - improving client and practitioner experience
- ▶ Information based on recent webinars, NZPsS, NZPB, APS, RANZCP etc guidelines and public information - best effort for accuracy at time of talk
- ▶ Resource list available

Getting Started - Clarifying terms

- ▶ Digital health

- ▶ Broader term, using technology to change the way health services or therapy are **delivered or implemented** e.g. using video content in a face-to-face session, apps, e-therapy and includes telehealth

- ▶ Telehealth

- ▶ Narrower term, delivery of **health services** to a client or to **communicate health information**. **Mode of delivery** typically includes telephone, email, video-conferencing and perhaps chat/SMS

Getting Started - Clarifying terms

▶ Telepsychology

- ▶ Within telehealth and a term defined by the New Zealand Psychologists Board as “the provision of **non face-to-face psychological services** by distance communication **technology** such as telephone, email, chat/SMS and videoconferencing

▶ In-person

- ▶ A term recently adopted by the Medical Council of NZ and others to mean that the practitioner and patient are physically present in the same consultation room

Benefits of Telepsychology

- ▶ Increased accessibility to psychological services : remote, transport/time limitations, lack of mobility or self-isolating
- ▶ Increased client autonomy by increasing choice and control
- ▶ Increased flexibility of service delivery - mixed mode
- ▶ Increased availability of practitioner/expertise - after hours, in a crisis, specialised services
- ▶ Clients often more relaxed in own environment
- ▶ Expanded territory for practitioner



Barriers to Using Telepsychology

- ▶ Access to technology/network coverage
- ▶ Clients
 - ▶ Perception not as effective
 - ▶ Lack of quiet, private space
- ▶ Practitioners
 - ▶ Perception harder to gain rapport/alliance
 - ▶ Limited experience/knowledge



Effectiveness Research

- ▶ Telephone - earliest, effective for crisis intervention and some symptom reduction in on-going therapy but not as effective as in-person
- ▶ Videoconferencing -
 - ▶ As effective as in-person (Backhaus et al.,2012)
 - ▶ Client participation and in-put rated higher - disinhibition effect (Day & Schneider, 2002)
 - ▶ Client satisfaction similar to in-person - high tolerance for connection issues (Norwood et al., 2012)
 - ▶ Clients rated working alliance same for in-person and videoconferencing
 - ▶ Practitioners gave lower rating to effective working alliance

Hardware Considerations



PC hardware - consider age/processing ability - apps, desktop vs laptop



Visual - camera quality, webcam option or use mobile phone and app EpochHDcam



Sound - microphone, built in vs stand alone speakers, headset/earbuds



Internet connection - wired vs wifi
www.speedtest.net > 10mbps up/download

Software Considerations

- ▶ Strong encryption: most meet security standards
- ▶ Server location: closer better as more responsive
- ▶ Data retention by provider: No
- ▶ Storage of recording: option for local vs cloud
- ▶ Ease of use and client familiarity/accessibility
- ▶ Features: screen sharing, billing, waiting room, room lock, dual authentication



Software Considerations

- ▶ Social media vs free version vs paid video service vs telehealth specific
 - ▶ Cost range free vs \$US15-30 per month vs \$US200 per month
 - ▶ www.capterra.co.nz - user reviews & ratings
 - ▶ APS: Overview of Security and Privacy of Videoconferencing Platforms
 - ▶ CoviU, Cliniko, NeoRehab, HealthDirect Video Call
- ⇒ Avoid free service - monetisation model based on your use, compromised privacy

NZ Telehealth Tech Webinar, 28 May 7.00pm www.telehealth.org.nz/webinar3

Safety, Privacy & Security: Complying with NZ laws and Regulations

- ▶ Same regulatory requirements for telehealth as for in-person, including but not limited to
 - ▶ New Zealand Psychologists Board - code of ethics, compliance with competencies
 - ▶ HPCA Act 2003
 - ▶ Health and Disability Commissioner Act
 - ▶ Privacy Act

Safety & Security: Additional Processes and Procedures

- ▶ Communication prior to first videoconferencing session
 - ▶ What telehealth is and what to expect from it
 - ▶ Recommendation on what device to use
 - ▶ How to utilise software e.g. download, logging in, checking audio/video
 - ▶ Advice on improving privacy at home during the session
 - ▶ Troubleshooting tips: can't hear/see, poor image/sound, charger handy
 - ▶ Process in the event of disconnection and/or complete technology failure

Attending your Telehealth appointment



Telehealth appointments are as convenient as a phone call, with the added value of face-to-face communication. It can save you time and money and brings your care closer to home.

1 Where do I go to attend my appointment?



Instead of travelling to your appointment at the hospital, click on the **Join Telehealth appointment** link to meet with your doctor, nurse or healthcare professional.

2 What do I need to make a video call?



A computer, tablet or smartphone.



A good connection to the internet. You can use data but Wi-Fi offers a better experience.



Consider your privacy. Use a well-lit area where you will not be disturbed during your Telehealth appointment.

Join your Telehealth appointment with any of the following browsers:


 Google Chrome
 
 Firefox
 
 Safari

or



For smart devices, download and use the Zoom app.

3 Is it secure?



Telehealth appointments are secure. Your privacy is protected.



No account needed. No information you enter is stored.

4 How much data will I use?



Telehealth appointments use the same amount of data as you would use while watching a YouTube video.*

*A Telehealth appointment uses a maximum of 1MB data per minute.

Get ready to join your Telehealth appointment

- 01 You should have received a Telehealth appointment email. If this is your first time using Zoom, we recommend installing the Zoom app before your Telehealth appointment.
- 02 Ensure you have a good internet connection. If on Wi-Fi, make sure you are in a strong signal area. If at home, ensure others aren't streaming or downloading content.
- 03 Think about your surroundings, noise, lighting, etc.
- 04 5-10 minutes before the appointment time find and open your Telehealth appointment email. Click the **Join Telehealth appointment** link. The Zoom software will automatically start. Please remember to select **Join with video** and **Join with audio**. If joining from an iPad or similar device select **Call using internet audio** or **Call using device audio**.
- 05 That's it! You should be in the Telehealth waiting room ready to start your Telehealth appointment with your doctor, nurse or healthcare professional.

Troubleshooting your Telehealth appointment





Can't hear others?
Check your speakers/headset.


 Volume at audible level?

 (If external) Plugged in securely?

 (If external) Switched on?

 Correct speakers or headset selected?
Check correct audio output selected in computer settings.

 Hearing an echo?
If using external speakers, position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.

 **Can't see?**
Check your web camera.

 (If external) Plugged in securely?


 Zoom using the correct camera?

 Other software using the camera?
For example, Skype is also running. Quit other application, but it may also require a computer reboot.




Others can't hear you?
Check your microphone.

 (If external) Plugged in securely?

 Muted?
Either Call Screen, or check your device's audio settings


 Zoom using correct microphone?

 Correct microphone selected?
Check correct audio input selected in computer settings.

 Other software using microphone?
For example, Skype is also running. Quit other application, but it may also require a computer reboot.

 **Poor image or sound quality?**
Check your internet.

 Others on the network using lots of bandwidth?
i.e. other video calls in progress

 Modem/router working properly?
(Wireless network) Get close to access point. Ensure you have line of sight and are close to an access point.

Still having issues?

Contact your local support at telehealth@waitemataadhb.govt.nz

Safety & Security: Additional Processes and Procedures for Telepsychology

- ▶ Informed consent
 - ▶ Agreement to be contacted on-line and receive delivery of on-line services
 - ▶ Any security & privacy issues disclosed
 - ▶ Written consent preferred but verbal consent ok as long as documented carefully
- ▶ Billing - informed in advance including process, \$, T & C's

Client and Practitioner Security

Digital Security: protect information from interference/unauthorised access, modification, disclosure or loss

- ▶ Most up to date software loaded: Zoom 5.0
- ▶ Updated anti-virus software
- ▶ Use devices & wifi with strong password protection - limit access by others



Client and Practitioner Safety

- ▶ Assessment of client/practitioner suitability for working online - technology accessibility, significant psychological disturbance, risk of harm to self/other
- ▶ Ensure you know the exact location of your client - check this
- ▶ Agree a safety plan in advance including crisis resources/contacts
- ▶ Have contact details for a support person who lives nearby
- ▶ Check your indemnity insurance covers on-line working and which countries
- ▶ Supervision in the same medium recommended - competency

Client and Practitioner Privacy

- ▶ Both have access to a safe, private and confidential therapeutic space
- ▶ Understand/disclose who else is in the room
- ▶ Recommend using a headset/earbuds
- ▶ Record keeping - keep secure, note video conference not in-person



Ways to Enhance Client Experience

- ▶ Send preparatory information beforehand
- ▶ Comfort considerations: warm drink, tissues, comfortable chair
- ▶ Take time to chat as you would in-person - soft start
- ▶ Calm practitioner background without glare or distractions, adequate lighting
- ▶ View for the client similar as if sitting in your office - same height



Ways to Enhance Client Experience

- ▶ Increase focus on active listening, using pace and tone of voice more
- ▶ Maintain therapeutic presence good eye contact but not too much, smile more, verbal acknowledgment, nodding, raise hands
- ▶ Collaborate in real time, white board option and screen sharing
- ▶ Check in on how session is going (including connection)
- ▶ Build up to the end of the session earlier to ease transition



Ways to Enhance Practitioner Experience

- ▶ Increase comfort and experience with chosen software
- ▶ Test client experience - delivery, background view, gesticulation
- ▶ Ability to share worksheets and digital resources
- ▶ More streamline viewing of video content or talking through an e therapy option
- ▶ Opportunity for on-line assessments completed in real time
- ▶ Encourage client to sit back so you can take note of their body language
- ▶ Minimal distractions on device - turn notifications off



Ways to Enhance Practitioner Experience

- ▶ Other ways to improve therapeutic presence
 - ▶ Emphasise both verbal and non-verbal gestures
 - ▶ Mindful of intensity of eye gaze and being on camera
 - ▶ Work together off screen - pen & paper
 - ▶ Monitor own tech frustrations
 - ▶ Client feedback during session
 - ▶ More frequent check in regarding emotions and clarifying facial expressions



Other Considerations

- ▶ Abrupt transitions: suddenly joining a session then going straight back to today-to-day life, more intense “work” nature of the session - less informal talk
- ▶ Screen fatigue - poor audio, shift gaze, longer breaks, mini-breaks
- ▶ Mobility of client - being taken away from the therapeutic space
- ▶ Managing client risk - what are you going to do next?



Other Considerations

- ▶ Cultural aspects - not able to limit interruptions or maintain privacy, importance of greetings, language
- ▶ Age stage: teen vs elderly and boundaries/familiarity with technology
- ▶ Ways to improve privacy, safety and confidentiality in your home office
- ▶ Providing the same value when charging the same price
- ▶ Having access to electronic versions of client contact forms and worksheets
- ▶ Consider how behavioural experiments can be implemented
- ▶ Expectations by clients that you will offer both VC and in-person to clients on-going - need to update marketing collateral, invest in equipment/training

For list of resources
arlenec@kofo.co.nz

