**Telehealth and Missionary Care -** Be Afraid, but not too Afraid

**Charlie Schaefer, PhD and Frauke Schaefer, MD**

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| ISSUE | RESOURCE – KEY QUESTIONS |  ACTION PLAN |
| PowerPoint of presentation | [www.TraumaResilience.com](http://www.TraumaResilience.com) select “Training Materials” |  |
| GROUND RULES:Review guidelines , policy statements re: Telehealth  | Telehealth must satisfy as high a clinical standard as face-to-faceGuidelines of your national AND state professional board<http://www.apa.org/practice/guidelines/telepsychology.aspx>  |  |
| Screening criteria | * Which clinical issues do I want to exclude from telehealth?
* What evidence exists supporting telehealth for this diagnosis?
* Can an emergency plan be established with this client to be safe?
* Can telehealth be used securely, safely, and privately in this case?
* Is there sufficient internet access and bandwidth available?
 |  |
| Verify client identity | Establish procedure to protect private telehealth communication |  |
| Licensure issue * Out of state
* International
 | The client’s location is relevant for licensure issues* Are there licensing requirement in the client’s location?
* Consider a collaborative consultation arrangement instead

[www.apapracticecentral.org/advocacy/state/telehealth-slides.pdf](http://www.apapracticecentral.org/advocacy/state/telehealth-slides.pdf)  |  |
| Telehealth training | Get training in the therapy techniques and equipment to be usedTelemental Health Institute, Zur Institute, and others |  |
| NOTESPolicies and Procedures | 1. Refer to standards and statements on telehealth on the

 website of your professional organization1. Glean from larger telehealth providers in your state
2. Adjust Schaefer’s P & P after review of your state’s

Policy statement (see [www.TraumaResilience.com](http://www.TraumaResilience.com) ) |  |
| Informed Consent  | Having IC for VideoConferencing is the professional standardof care in USA (may use our template in [www.TraumaResilience.com](http://www.TraumaResilience.com) ) |  |
| Collaborate with field-based professionals and leaders | In what way would this apply to the clients I presently videoconference with in an international setting? |  |
| Internet Security | Is my internet security software solid and up-to-date?Does my telehealth software have quality passwords or encryption? |  |
| Choice of telehealth technology | Which technology options match the unique needs of my clients’ resources, location, safety concerns, and diagnosis? |  |
| E-mail security | Get informed consent and stick to logistics, not therapy.If sending health information, strongly consider encryption.Encrypt message content, stored messages, internet connection.(Axcrypt, Virtru, Hushmail, and others) |  |
| Secure internet connection | Connect through secure websites (https:\\) or use a VPN(We are using Private Internet Access as our VPN) |  |
| Secure file sharing | Use a HIPAA compliant cloud based file sharing provider or encrypt the files you share that contain PHI |  |
| Videoconferencing provider | Does your VC software provider state that they are HIPAA compliant?Does it store or access the PHI in messages?(Review list on telehealth.org/video/ (Telemental Health Inst.) |  |

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