Telehealth Tips and Tricks

By Dr. Mark Rohde

- When I first started doing video sessions with clients, I used a free version of Doxy.me because it was HIPAA-compliant and cheap (free). While I'm now on a paid version, I still highly recommend the platform for its ease of use.
- Many users are going to have to upgrade their internet service in order to avoid dropped calls and poor call quality.
- Some clients may have old and slow internet service that is fine for internet searches, but not powerful enough for telehealth.
- While most clients' homes are apt to have sufficient bandwidth to handle your video call, it may be important to inform your client not to have other users in the home engaged in internet activities that will demand much bandwidth.
- If your clients have a very good internet connection, marital or family therapy works best if each family member has their own device rather than trying to share a single computer, laptop or tablet. Be sure that your telehealth platform allows multiple users – the paid version of Doxy.me allows up to 10 participants on a call.
- It is possible to do group therapy via telehealth, but you'll need to provide members with the additional caveat that each member be in a private location that insures confidentiality. You'll want to include this in your telehealth consent agreement. You may need to program for additional structure because people are somewhat shy at first.
- I'm experimenting with using multiple screens to do EMDR on telehealth, but it's not ready for prime time.
- Formal training in telehealth would be a very good idea before you get yourself into trouble with not knowing what you don't know.
- You shouldn't use FaceTime, WhatsApp, or Skype for video conferencing due to the lack of HIPAA-secure status.
- Be sure to download the Business Associate Agreement from your platform's website.