Office and Technology Checklist for Telepsychological Services

**SCREEN YOUR PATIENT(S) TO DETERMINE WHETHER VIDEO-CONFERENCING SERVICES ARE APPROPRIATE FOR THEM.**

- Consider patient’s clinical & cognitive status — can the patient effectively participate?
- Does the patient have technology resources for a video-conference — e.g. webcam or smartphone?
- Consider patient’s comfort in using technology — can they login and effectively use the technology?
- Does the patient have physical space for a private telepsychology session?
- Is parent/guardian permission required? If so, obtain it.
- Consider patient safety (e.g., suicidality) and health concerns (e.g. viral risk; mobility; immune function), community risk, and psychologist health when deciding to do tele-sessions instead of in-person.

**TECHNOLOGY**

- Is your technology platform consistent with HIPAA-compliant practices?
- Do you have a Business Associate Agreement (BAA) for that technology vendor?
- Do you and the patient have adequate internet connectivity for video-conferencing?
- Did you discuss with the patient how to login and use the technology?
- Are you using a password-protected, secure internet connection, not public or unsecured WiFi? What about your patient? (If not, it increases the risk of being hacked.).
- Did you check that your anti-virus/malware is up-to-date to prevent being hacked? What about your patient?

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OFFICE SET-UP

☐ Is the location private? Is it reasonably quiet?
☐ Make sure the room is well lit. Example: a window in front of you might cast a shadow or create low visibility.
☐ To improve eye contact, position your camera so that it’s easy to look at the camera and the patient on screen.
☐ Consider removing personal items or distractions in the background.
☐ Check the picture and audio quality. Can you see and hear each other? Make sure nobody is muted.
☐ As much as possible, both people should maintain good eye contact and speak clearly.

PRE-SESSION

☐ Psychologist should be competent to deliver tele-health services. Consider taking the “Telepsychology Best Practice 101” online CE course. Review APA’s Telepsychology Practice Guidelines.
☐ Discuss the potential risks/benefits of telehealth sessions with the patient(s).
☐ Get a signed informed consent from your patient(s) or patient’s legal representative. If the psychologist or patient is quarantined, informed consent must be signed electronically; consider DocHub or DocuSign.
☐ Do you have a back-up plan in case of technical difficulties? In case of a crisis situation? What contact information do you have? Do you know the local resources (e.g. ER) where the patient is?
☐ Did you discuss how this session will be billed? Will the patient be billed if late/no-show?
☐ In the case of minors, determine where the adult will be at that location.

BEGINNING OF VIRTUAL SESSION

☐ Verify the patient’s identity, if needed.
☐ Confirm patient’s location and a phone number where the patient can be reached.
☐ Review importance of privacy at your location and patient’s location.
☐ All individuals present for the virtual visit must be within view of the camera so the psychologist is aware of who is participating.
☐ Confirm that nobody will record the session without permission.
☐ Turn off all apps and notifications on your computer or smartphone. Ask patient to do the same.
☐ Conduct the session mostly like you would an in-person session. Be yourself.

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