



**AMERICAN
PSYCHOLOGICAL
ASSOCIATION**
SERVICES, INC.

For additional information, contact:
202.336.5889
APA Advocacy Office
advocacy@apa.org

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Testimonials from Patients and Providers on the Value of Audio-only Tele-behavioral Health Services

DEBORAH CAGLE (A PATIENT WHO RECEIVES AUDIO-ONLY TELETHERAPY)

"I live on a boat with my husband, but we have very iffy WiFi. I have been taking care of my husband who has had a couple of surgeries. I just had a surgery myself. The reason we did telehealth, besides the coronavirus, is that it was just hard for me to leave my husband while I was going through some of my sessions... (Teletherapy) saved my life and saved my marriage. If I hadn't had this opportunity to do the audio I don't know where I'd be right now or if I'd even be here."

MONICA KRAMER MCCONKEY, LPC (A RURAL MENTAL HEALTH SPECIALIST)

"I work primarily with farmers and their families as well as agricultural industry personnel. I spend several hours each week with clients in an audio-only setting. With COVID came the move to virtually based counseling and therapy sessions. However, this has proved to be challenging to several of the farmers/ranchers I meet with for three reasons. 1) broadband connection is insufficient to provide a clear and uninterrupted session, 2) there is a lack of either technology or training in how to log into and utilize a format such as Zoom, and 3) many farmers call me from mobile locations such as the tractor, barn, yard, vehicle, etc. I always give the option of in-person meetings, Zoom sessions, or phone conversations. Several of my clients prefer phone conversations for the flexibility and accessibility that they afford."

JIM BROYLES, PHD (A PSYCHOLOGIST)

"Audio-only telehealth has really benefited (my patients) tremendously. It has expanded the ability of many of the potential consumers of psychological services to access the help that they need. A lot of people who are Medicare recipients either don't have the access to the technology that allows both audio and video connection to their service provider, or they are not technologically sophisticated enough to really make that an easy or readily available means of accessing that service. For people who are less sophisticated with technology, it's very difficult for them to shorten that time. It also impacts the stress that clients are experiencing. They're already living in very stressful times right now or they wouldn't be reaching out for help."