An intro to the ins and outs of "teletherapy": basic info and suggested software:

When selecting a telehealth app/platform, you want to make sure they offer a Business Associate Agreement (BAA), this is a legal agreement to protect personal health information. Applications such as FaceTime, Skype, and Messenger video are <u>not</u> HIPAA complaint and should not be used in counseling sessions, they do not meet the needs of HIPPA and confidentiality. At first, I agreed to make a spreadsheet of options for teletherapy applications but I was soon swimming in an ocean of options. I decided to offer two paths to sort this out: I will offer some sites that will let you search and select from a plethora of options; and I will list a few apps that are most often spoken of, based on my personal and non-exhaustive search, that are highly regarded. I plan to do more testing of these apps as feasible and I will add information as I can.

Caveats: though this situation is like shifting sands, and many are saying that insurance companies and state regulations will shift to increase, rather than limit, access, there are/might-be some limitations. For example, existing policies for some insurance companies have said that they would accept claims for teletherapy only from a particular app/platform. Another limiting policy is that some insist that teletherapy is delivered from the POS, point of service, i.e., your office. In other words, reimbursement policies are up in the air and we need to rally and lobby for what is necessary to provide patient care.

Some prerequisites:

Guidelines for the Practice of Telepsychology:

https://www.apa.org/practice/guidelines/telepsychology

Telepsychology Best Practice 101 Series:

https://apa.content.online/catalog/product.xhtml?eid=15132

Office & Technology checklist for Telepsychological Services:

https://www.dropbox.com/scl/fi/tqwrpdtfap2ylivb2o5nd/Office-Technology-Checklist-for-Telepsychology-Services-3.14.20.docx?dl=0&rlkey=rf4svp2k5kitvb3s2tjbpry3h

or: [I prefer the format of the first link and I provide the original source in the next link.]

https://www.apa.org/practice/programs/dmhi/research-information/telepsychological-services-checklist

The simplest approach:

These are some of the most often mentioned/praised teletherapy apps which offer HIPPA compliance and offers a Business Associate Agreement (BAA). Each app has multiple plans, usually including a free version. If you see more than a few clients, you will probably end up paying. Some apps require you to download and install, others are internet based. I chose 5 apps out of a plethora of options (see below). After focusing on these 5, I am leaning toward Doxy.me and Zoom.

App Name	Cost/mo.	1+	Notes	
Vsee	50	30	setup fee	https://vsee.com/
Doxy.me	Free, 35	?	also annual plans	https://doxy.me/
Clocktree	Free, 30, 60, +	?		https://www.clocktree.com/
Zoom	Free, 15	" ++		https://zoom.us/
Gotomeeting	12,16	" ++		https://www.goto.com/meeting

Doxy.me provides a clear list of system requirements:

We designed Doxy.me to work with minimal system requirements. To have a successful call with someone, you must have:

- Mac/PC/Linux/Chromebook with camera, microphone, and speakers
- Internet connection with at least 750kb/s download and upload speeds
- Check your network speed here
- Google Chrome, Mozilla Firefox, or Safari 11+ (latest release versions)
- You'll need to have the latest operating systems such as Windows 10 or MacOS Catalina to obtain the latest versions of the browsers listed above
- Javascript must be enabled (this is enabled by default, and we'll give you a message in Doxy.me that you need to enable it)
- Make sure TCP ports 80 and 443 are open (sometimes firewalls will block these ports, ask your IT team if you can't connect with someone if this is causing it)

For iOS and Android:

- Use Safari 11+ on your iOS devices (latest version of iOS)
- Google Chrome on your Android device

Willing to do more work approach: (i.e., you want to look the options over for yourself)

APA article - Comparing the latest telehealth solutions

https://www.apaservices.org/practice/business/technology/tech-column/telehealth-solutions

What is Telepsychology and What Software to Use

https://positivepsychology.com/telepsychology/

Software Advice - Telemedicine Software

https://www.softwareadvice.com/telemedicine/?segments=8645&sizes=4268

Telemedicine Software suggestions by Capterra:

https://www.capterra.com/telemedicine-software/?utf8=%E2%9C%93&feature%5B0%5D=25881&platform%5B4%5D=64&platform%5B5%5D=128&sort_options=Most+Reviews

Video Conferencing Software – [remember, not all are HIPPA compliant – see above]

https://communications-software.financesonline.com/c/video-conferencing-software