

CEDP Tips for Educational and Developmental Psychologists Working in a Telehealth Model

The evidence tells us that clients report that they are satisfied with on-line counseling and there is not a negative fall off of results. Clearly it is beneficial in reaching clients during the Covid-19 safety period and also for clients unable to leave home or located in a remote area with low access to services.

If you are setting this service up these are some important considerations:

Workspace

- **You must ensure you have a private space**
- **Clear the space to be neutral**
- **Check you have good lighting**
- **Remember to look at the camera, not the screen**
- **Use your reflective listening – it will be more important in a remote consultation**
- **Check how the client is going during the session**
- **Make payment arrangements clear, if relevant**

Prepare the client

- **They will need a quiet private location, free from interruption**
- **Provide a consent form for the Telehealth work**
- **Encourage headphones**
- **Help them understand the software, prepare them for a possible lag in interaction**
- **Remind them that recording is not permitted**
- **Make sure they have given you an alternative contact (eg phone number) if system fails, and numbers of two contact persons if there is a need to contact someone else**
- **Confirm their location**

Platform

- **Coviu or Zoom are recommended by APS (privacy and storage)**
- **If you can, lock the session once it has started so that others cannot join meeting**

Risk management

- **Have contact details for two people known to client**
- **Complete a risk assessment if you are concerned**
- **Prepare a safety plan - document this in the client file**
- **Provide contact details for emergency contacts for them if the need arises**

Please also note that there are many useful resources on Telehealth on the APS website.