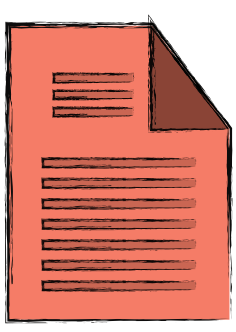
TEXAS COUNSELING ASSOCIATION

ETHICAL TELEHEALTH PRACTICE

Quick Tips





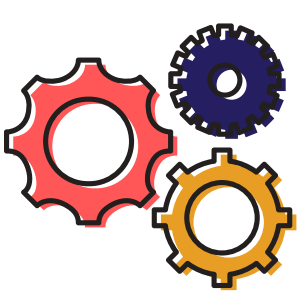
UPDATE DOCUMENTS AND KEEP CLIENTS UP TO DATE

Amend your intake documents to reflect telehealth practices and related privacy and security risks. Do you have existing clients who have transitioned to telehealth during the pandemic? Initiate conversations about what to expect from this new platform.

KNOW YOUR RULES

Keep in mind that the Texas State Board of Examiners of Professional Counselors (TSBEPC) rules for in-person counseling also apply to telehealth. This includes counselor responsibilities related to informed consent, confidentiality, documentation, and mandated reporting. Explore your informed consent options for telehealth on txca.org.





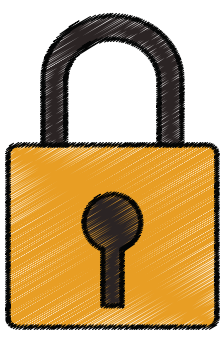
IN CASE OF EMERGENCY

Make sure client records are kept up to date including client location and emergency contact information. Establish emergency protocols and have emergency-related resources nearby.

ENSURE INSURANCE COVERAGE

Verify telehealth services are covered by both your client's insurance provider and your professional liability insurance provider.



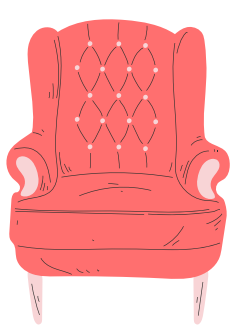


STAY SECURE

Although the Office for Civil Rights is using enforcement discretion during this time, make good faith efforts to comply with the HIPAA Rules. Utilize secure platforms with a Business Associate Agreement, if possible. If you provide counseling services via Facetime or similar applications covered under the notice, notify clients of additional risks. Use secured networks, encryption, and privacy settings.

PRIVACY FIRST

Create a private space for providing telehealth services. Even if you are home alone, close the door. Cohabitating counselors might consider locking or placing signage on their door. Be aware of your surroundings; relocate items that you do not want to be seen in the background. Minimize distractions. Encourage clients to be in a private or semi-private location.



Want to learn more?

BROWSE ADDITIONAL RESOURCES AT TXCA.ORG