

About Telehealth:

What is Telehealth?

Telehealth is therapy done through a live video connection over the internet. Clients can get the same type of therapy they could receive in person, only through a computer, phone, or other smart device instead. If you've ever used Skype or FaceTime, you've used the same type of technology Telehealth uses. This mode of therapy offers many benefits, but also has some risks.

Is Telehealth private?

Licensed therapists are ethically and legally bound to ensure your privacy through a privacy protection law called HIPAA. When working with a therapist through Telehealth, they will likely ask you to use their secure, HIPAA compliant video platform. Your therapist will also be in a private, secure place for the video session with you. Your risk for a privacy breach will largely be in your hands. If you open up your computer in a coffee shop for a session, your session will not be private. If you go to a quiet, private space, your privacy will be protected just as it would be in a traditional session.

Does Telehealth work as well as in-person therapy?

Research shows that synchronous video counseling is just as helpful as therapy done in person. Telehealth can make attending therapy sessions more convenient and accessible, which helps people with consistency in attending sessions.

With that said, there are some areas, particularly in family and couples counseling, that have not been researched as well. There's also something to say for not being able to shake hands or have a tissue handed to you by your therapist.

Will my insurance cover Telehealth?

Generally most insurance policies will cover Telehealth as part of your mental health treatment options. All insurance policies are different, so the best place to find this answer is to contact your insurance company directly.

What are the risks?

All mental health treatment carries some risk because the process toward change can be complicated. Telehealth carries the same risk of traditional therapy along with a few additional considerations, the biggest being a failure of technology. Most therapists will have a backup plan like having a phone session or rescheduling option if technology fails.