



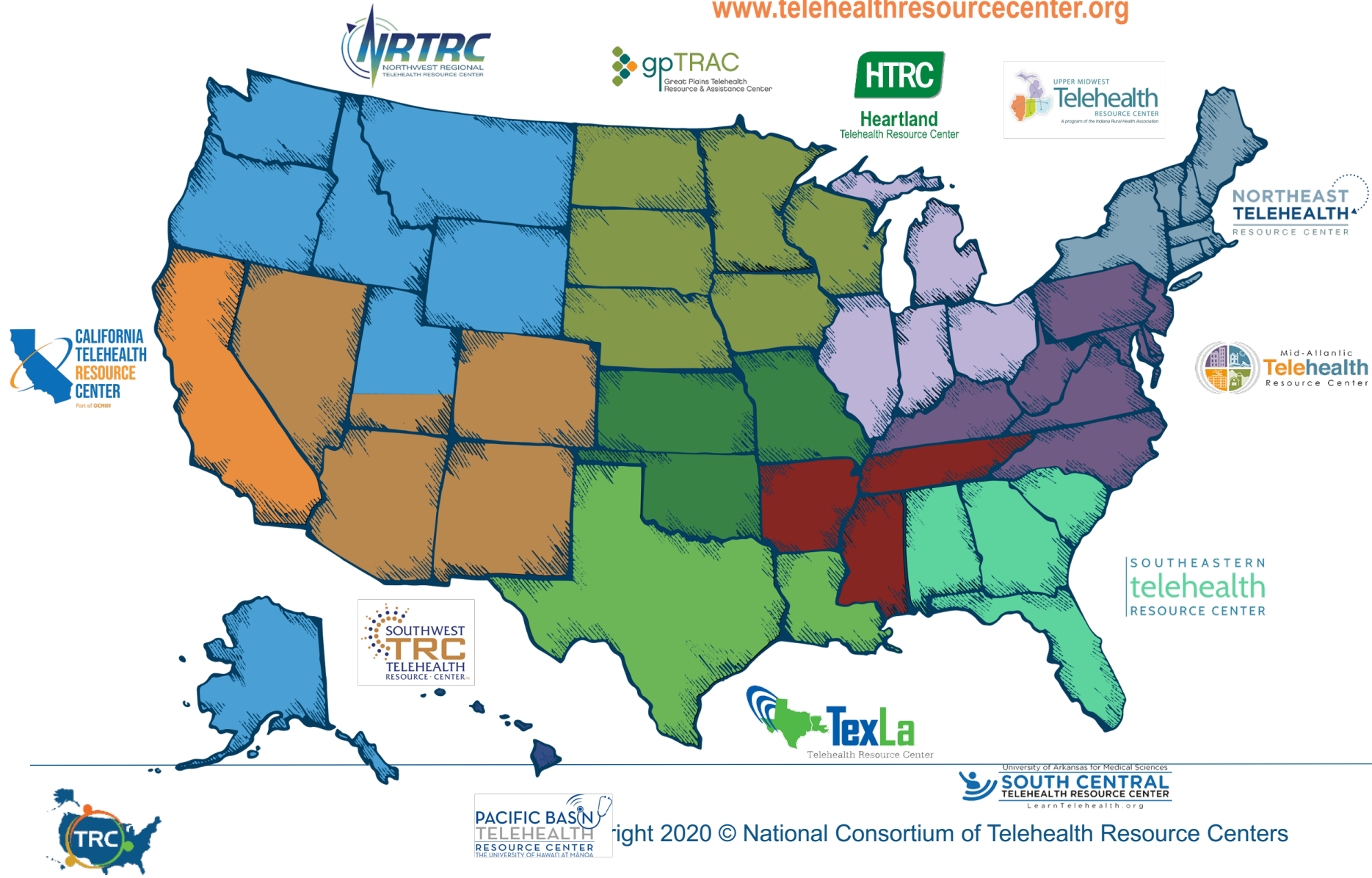
The Impact of Technology on Telehealth Treatment

July 15th, 2021



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The Impact of Technology on Treatment



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Outline

- The Online Disinhibition Effect
- Self-Disclosure
- Eye Contact and Face-to-Face
- Proxemics
- Video Conferencing
- Phone Calls
- Messaging
- Apps
- Extended Reality
- Patient Portals
- Relationships
- Benefits and Drawbacks
- Modifications
- Selecting Telecommunication Media



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Modifications According to One's Treatment Theory, Interventions, Techniques, and Style

Person Centered Therapy	Benefit, Neutral, Drawback	Modifications
Be Non-Directive, Unconditional Positive Regard, Congruence, Empathy, Accept Negative Emotions	Neutral: No modifications needed	Video sessions may be more conducive
<u>Active Listening:</u>		
Body Language	Less of the body may be visible	
Reflection, Paraphrase, Tone, Open Ended Questions, Affirmations	Neutral	This may be more important via telehealth due to the lack of body language.
Therapeutic Environment	Both a possible drawback and benefit	Provide guidance to the client and create a therapeutic virtual space
Drawing, Worksheets, Journaling, Books	Possible drawback	Provide these virtually
Props	Possible drawback	Show these via video
Body work	Possible drawback	Use a wide video angle and/or videos

Selecting a Communication Medium For TeleMental Health Sessions

Final Thoughts

- **Test assumptions**
- **Tech is changing, therefore previous studies may need to be redone and new studies will be needed**
- **When choosing a medium of communication consider the goal and/or task**
- **Client preferences**
- **Surveys / Big Data**
- **Training**



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