How to Telehealth & Use David's Tools

by Angela Poch, RPC

Who Am I?

Level 4 Advanced Therapist & Trainer

Tech Support for David Burns Shop

feeling good institute

TEAM-CBT

LEVEL 4 CERTIFIED

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Outline

- Welcome and Introduction
- Equipment
- Q & A
- Software
- Q & A
- Using the 50+ Electronic Tools
- Q & A
- Demo of working with a client
- Q & A

Segment Topics

- Equipment
  - Webcam
  - Microphones & Audio
  - Office Setup
- Software
  - Individual software
  - All-in-One
  - Acrobat Reader
  - 50+ Electronic Tools & Telehealth license

Segment Topics

- Computer Organization
- Google Workspace
  - BMS & forms
  - DML & documents
- Demo
  - Using the forms with a client on Google workspace

Web Camera

- Webcam - Under $100 Logi C920 with software control

- Look for:

  - Plug in play

  - Good audio (unless using separate mic/headset)
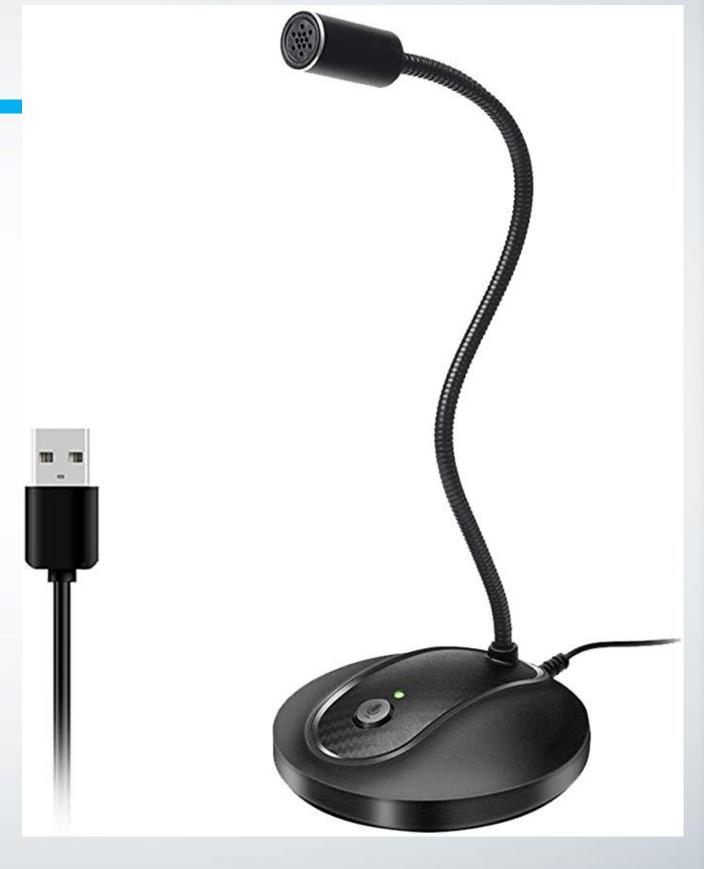
  - Software control, bonus

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Lighting & Office Setup

- Lighting - Have a bright enough main light then add a ring light $20.

- Office set up:

  - I set up mine for control of lighting like a studio, under $500. IE: Very bright main light overhead, black out blinds to control sunlight, etc.

  - With camera on play around with the look of your office. Try moving your desk, the camera, backdrop, etc. The edges of your camera will distort things so watch corners, door frames, etc.

  - Light color background for good exposure on your face. I've tried several background colors and most of them either wash out my face or make it too dark, weirdly two opposite problems.

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Microphone

- Headset **vs** stand mic **vs** computer mic **vs** web cam mic

- C920 decent mic IF your room is sound balanced.

- Stand mic: Jounivo etc.

- Tip: buy a couple from Amazon and test them out! Send back the ones that don't sound good. I found the $25 one was better than the $60 one.

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Audio Tips

- If you have too much echo or you sound tinny get a floor rug or put a tapestry on one of your walls. Fabric absorbs sound.

- Test various locations for your mic. It can change the sound immensely! Honestly the C920 does a really great job with zoom. Zoom will help filter background noise.

- Get a quiet keyboard to avoid the irritating clicking! I have a Logi silent touch.

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Equipment Q n A

Software

- Email
- Anti-virus/hacking & encryption software
- Scheduling & Invoicing/Payment Gateways
- Video Platforms
- File Sharing
- All-in-One Platforms
- Acrobat Reader
- The 50+ Electronic Tools & Telehealth License

Email

- There are secure HIPAA options for those in the USA, I won't be covering that. Follow the privacy and licensing laws in your area.

- I will say, just because you have a secure HIPAA email doesn't mean it's safe to email documents. Unfortunately, emailing PDF's and other documents can, on rare occasions, corrupt them, making them do funny things.

- It's best to use a file sharing platform for the electronic tools when possible.

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Anti-virus/hacking & Encryption

- **Anti-virus/hacking software:** I've tried McAfee, Norton, but now I'm using Avast. They will all put a draw on your computer system (hence it's nice to have a good computer) but I found Avast premium with clean up actually helps keep my computer running smoothly. Be sure to check it at least weekly (I check when it notifies me). Do be mindful of the "You don't use this software" suggestions they aren't always right. But I think I'm getting too detailed again! Ok…

- **Encryption software:** This is optional and I don't want to take too much time here but I use free encryption software called VeraCrypt to prevent data leaks or someone accessing client files should they steal my computer. Basically I create a partition (like a folder) that is password protected and must be "mounted" to be used. So once I turn my computer off it can't be accessed even if someone hacks into my computer physical or remotely. Unless they know to "mount" the drive, and then guess my password, it's pretty much impossible to access client data. If you have a desktop in a locked office with anti-hacking software this isn't as much of a concern, but I travel with my laptop so if it was stolen this prevents them from accessing my client files. Because your windows/PC password will NOT protect client data. VERY easy to get around that!

- If there's enough interest I may do a short video with more info, send me an email if you'd like to hear more about that. angelapoch@feelinggoodinstitute.com
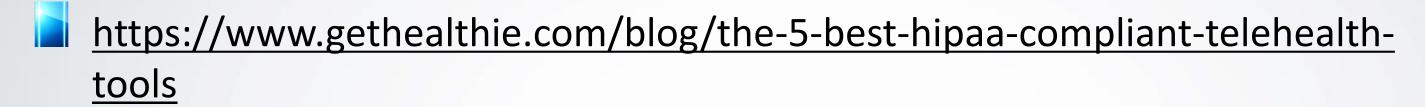
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Scheduling & Invoicing

- Some clinicians can use scheduling software as LONG as they don't collect any health data while others say it must be HIPAA compliant. You'll have to determine that for yourself! For non-Americans or Life Coaches there are many more options.

    - https://www.paubox.com/blog/best-hipaa-compliant-appointment-scheduling-software/

    - I use Calendly myself as well as SimplePractice via FGI. Or you can do an all in one, more about that in a minute.

- Payment platforms: PayPal, Stripe, Square, etc. Can integrate these with scheduling software or all in one software if they don't have a payment collection system.

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Video Platforms

- Zoom, RingCentral, Doxy.me, etc.

- https://www.gethealthie.com/blog/the-5-best-hipaa-compliant-telehealth-tools

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File Sharing

- Google Workspace, has HIPAA compliant file sharing options

- Dropbox & there are several others.

- OR get an all in one!

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All in One Platforms

- Scheduling calendar, payment, file sharing, and video, all in one. Some examples: Simple Practice $40, JaneApp for Canadians $75 CAD, Therapy Tribe $30/mth and many more.

- "Google it" to see more options. Some are far more customizable than others. I can say, Simple Practice, what we use at FGI, is pretty robust and thus a bit complicated, whereas Therapy Tribe is easy to use, but a little limited in customization.

- Some "all in ones" also provide some marketing as well.

  - IE: Therapy Tribe does have add on purchases for marketing and a web page, as well which is a nice feature. https://www.teletherapy.io/sign-up/

  - Goodtherapy.org, about $45 month, is another all in one platform that also has marketing built it. In fact it came up in the top ten organic Google search for "local therapist" when I tested it.
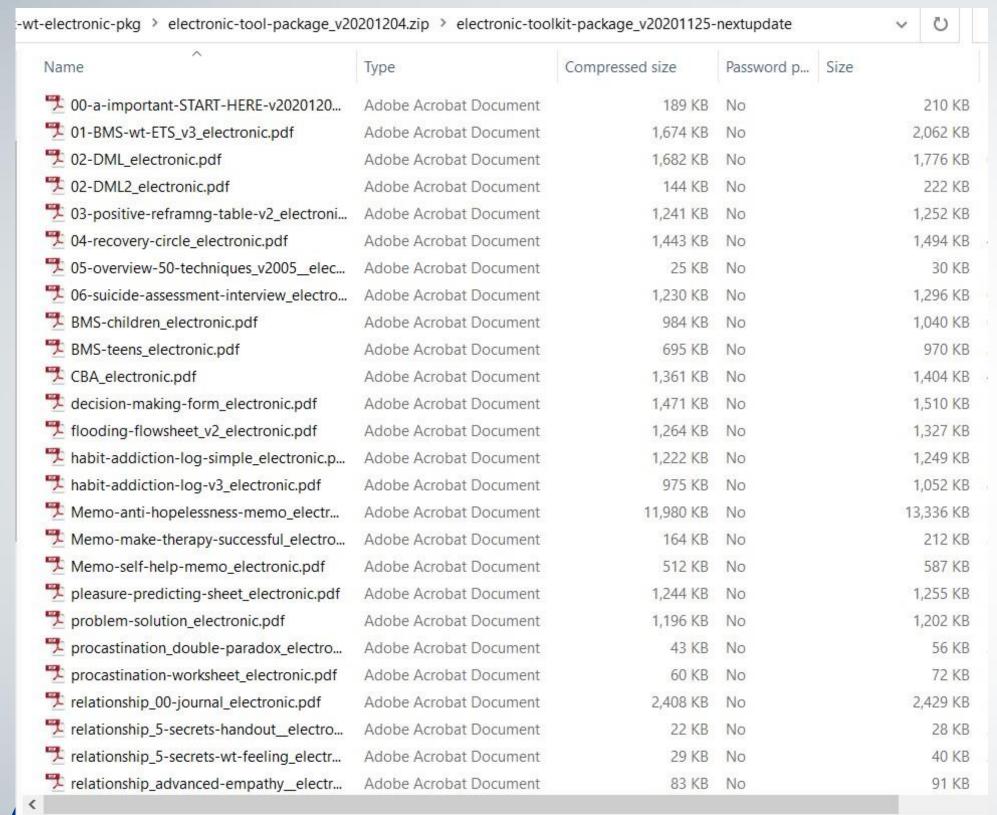
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Acrobat Reader

- Get the latest FREE Acrobat reader to use the electronic PDF tools. There is even an Acrobat Reader plug in for Google docs so you can use the PDF files right in Google. You do have to download and enable it.

- Can use Preview on Mac.

- Can use Acrobat Plug in for Google!

- Do NOT use a web browser for David's PDF tools!!!

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Software Q n A

50+ Electronic Tools & Telehealth License

Electronic Tool Package & License

- 60+ fillable PDF's to use with clients, permission to share electronically

- Lifetime, royalty free, telehealth license for use with your clients

- $199 Regular price OR $55 with Toolkit (or if you already own the Therapist Toolkit) – $300 for both.

Using the 50+ Tools

- Sorting the forms & client notes
  - Computer
  - Google Drive
  - Dropbox
- Sharing the forms
  - Google Drive
  - File sharing platform

Using the 50+ Tools on Google Workspace

- BMS - Setting up Google Forms & Tracking data

- DML – Google Doc vs Forms
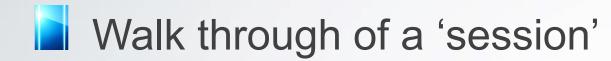
Three Ways to work with clients in session on the forms:

1. Work together Google Doc (or Acrobat in Google with PDF)

2. Screenshare your PDF copy and send PDF to client after

3. Client & Therapist writing their own

Using the tools & Google Workspace Q n A

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Demo of working with a client

- Walk through of setup

- Walk through of a 'session'

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TEAM Resources & More help

- David's Shop – www.FeelingGood.com

- One on One Consulting & Level 3 Exam Prep – www.teamcbt.ca

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Final Q n A

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