Contents

Acknowledgments Contributors		xv xvii
Sec	ction One Introduction to Telemental Health	1
1 44 44 45	Introduction Carolyn L. Turvey and Kathleen Myers Introduction The Telemental Health Imperative Current Trends Supporting the Broader Adoption of Telemental Health Organization of This Book References	3 3 3 4 7 8
2	Telemental Health as a Solution to the Widening Gap Between Supply and Demand for Mental Health Services Michael Flaum Workforce Shortages in Mental Health: The Example of Psychiatry What Is the Current Supply of Psychiatrists in the United States? Rate of Growth in Psychiatrists and All Physicians Over Time The Psychiatry Pipeline: Trends in Residency Training The Aging-Out Effect What Is the Current Need or Demand for Psychiatrists in the United States? Quantifying the need for different kinds of providers of mental health services The Distribution of Psychiatrists: The Iowa Example Telepsychiatry as a Key Strategy for Closing the Gap Workforce Issues of Psychology Health Service Providers Conclusions: The Optimal Use of Telemental Health to Address Workforce Shortages References	11 11 11 14 14 15 16 18 19 21 23 24

	ction Two Developing a Therapeutic Space During elemental Health	27
3	Establishing Therapeutic Rapport in Telemental Health	29
2	Dehra Glueck	49
	Introduction	29
	Review of the Literature on Rapport and Alliance	30
	Technological Considerations Impacting Rapport	32
	Establishing Therapeutic Rapport with the Patient	34
	Explaining Telemental Health to Patients	36
	Developing Rapport with Special Populations	38
	Establishing Therapeutic Rapport with the Referring Clinic	40
	Building Rapport with Staff: An Open-Door Policy	42
	The Importance of a Clinical Coordinator in Facilitating	72
	Rapport at the Patient Site	43
	Establishing Rapport with the Broader Community	44
	Conclusion	44
	References	45
	ASIANTIAL TO HOROGO A TOBOCKE SIDE OF A STATE OF A CONTROL OF A CONTRO	
4	Ethical Considerations in Providing Mental Health Services Over	
	Videoteleconferencing	47
	Eve-Lynn Nelson, Kathy Davis and Sarah E. Velasquez	
	Introduction	47
	Applying Ethical Principles in Telemental Health	48
	Principle A: Beneficence and Nonmaleficence	48
	Principle B: Fidelity and Responsibility	51
	Principle C: Integrity	53
	Principle D: Justice	54
	Principle E: Respect for People's Rights and Dignity	55
	Concerns Specific to Research	56
	Emerging VTC-Related Technologies	57
	Home Telehealth and VTC	58
	Mobile Devices and VTC	58
	Integration of Technologies	59
	Conclusion	59
	References	60
5	Integrating Culturally Appropriate Care into Telemental	
-	Health Practice	63
	Elizabeth Brooks, Garret Spargo, Peter Yellowlees,	03
	Patrick O'Neil and Jay H. Shore	
	Culturally Appropriate Care and Telemental Health: An Introduction	63
	What Is Culturally Appropriate Care?	63
	The Use of Telemental Health with Rural, Distant, and	03
	Underserved Populations	64
	The Interplay Between Culture and Telemental Health	65
		00

	Prior Research Examining Telehealth with Cultural Subgroups	65
	American Indian Veteran Telemental Health Clinics	66
	Telehealth Treatment with the Elderly, Child, and Adolescent	
	Populations	67
	Treatment with Linguistically Diverse Populations	67
	Treatment with Other Cultural Subgroups	68
	The Appropriateness of Telemedicine	69
	Understanding the Patient Culture and Community	69
	Community Leaders and Key Informants	70
	Local Outreach Workers	70
	Utilizing Local Information	71
	Incorporating the Community for Effective Telemental Health Services	71
		72
	Establishing Local Partnerships and Collaborations	72
	Dual Relationships in Rural Areas Technological Considerations When Working with Diverse	12
	Technological Considerations When Working with Diverse	73
	Populations Communication	
		73
	Technological Knowledge and Comfort	75
	Conclusion South and the Market and	76
	Case Studies	76
	The Use of Talking Circles in Telemental Health Group Therapy Using Telemental Health to Increase Access in a Medically Underserved Area	76
	The Use of Asynchronous Technology to Bridge Language Barriers	78
	References	79
	A Condmum othogge Abstrator bas od Lucitosisk—vgeloudos T	156
6	Managing Risk and Protecting Privacy in Telemental Health: An Overview of Legal, Regulatory, and Risk-Management Issues Greg M. Kramer, Matt C. Mishkind, David D. Luxton and Jay H. Shore Introduction	83
	Legal and Regulatory Issues	84
	Licensure	84
	Malpractice	91
	Credentialing and Privileging	94
	Security and Privacy Considerations	96
	Data Security for Electronic Protected Health Information	97
	Special Considerations for Mobile Devices in TMH Care	97
	Other Privacy Considerations	98
	Clinical Practices to Manage Risk	99
	Informed Consent	99
	Safety Plans and Emergency Management	100
	Risk Issues in Home-Based TMH	102
	Conclusion	103
	References	104

Sec	tion Three Establishing a Telemental Health Practice	109
7	Business Aspects of Telemental Health in Private Practice	111
	Dehra Glueck	
	Introduction Introduction Introduction Introduction	111
	Choosing a Telemedicine Group or Technology-Only Support	112
	Technology-Only Models	113
	Group-Practice Models	115
	Institution-Based Practice Model	115
	Direct-to-Consumer Model	116
	Deciding on the Model of Care—Direct Care Versus Consultation	117
	Direct Care—Evaluation of Patients	117
	Direct Care—Ongoing Treatment of Patients	118
	Consultative Care	118
	Deciding on a Model: Strength and Needs Assessments	119
	Financial Feasibility	120
	Understanding Costs: Patient and Provider Perspective	120
	Impact of Patient Volume on Costs	121
	Impact of No-Show Appointments on Costs	122
	Reimbursement: Insurance	122
	Reimbursement: Private Payment	123
	Reimbursement: Contracted Time	124
	Practical Considerations—Malpractice, Licensure, and Consent	124
	Informed Consent and Standard of Care	125
	Staffing Sta	126
	Sharing Records	126
	Technology—Selection, Use, and Technical Support	127
	Technology: Bandwidth	128
	Technical Support	129
	Building a Referral Base and Growing a Practice	130
	Lifestyle Benefits	130
	Conclusion	131
	References Superior S	131
8	Technology Options for the Provision of Mental Health	39
	Care Through Videoteleconferencing	135
	Garret Spargo, Ashley Karr and Carolyn L. Turvey	
	Introduction	135
	Standards-Based Versus Consumer-Grade Software	136
	Hardware-Based Codecs	137
	Software-Based Applications	137
	Mobile	137
	Dedicated, Direct Connections to VTC Equipment and End Points Bandwidth	138 138
	Impact of Cloud Computing	139
	impact of Cloud Computing	13)

Contents

	Audio	140
	Microphones	140
	Echo Cancelation	142
	Video	142
	Video Standards	142
	H.264	143
	Screen-in-Screen	143
	Camera Options and Clinical Implications	144
	Screen Size	144
	Video Issues and Troubleshooting	146
	Packet Loss	147
	Technology and Privacy	147
	HIPAA Compliance and Videoteleconferences	147
	What Behaviors Are Important to Maintain Privacy	148
	Security Standards	150
	Backup Technologies and Protocols Should VTC Equipment Fail	150
	Conclusion	150
	References	151
Sec	ction Four Improving Access for Special Populations	
	rough Telemental Health	153
	Special Consumptions with a street and solution to the state of the special of th	
9	Telemental Health in Primary Care	155
	Avron Kriechman and Caroline Bonham	
	The Rationale for Collaborative and Integrative Care	155
	A Continuum of Collaboration	156
	Four Key Concepts in Collaborative Care	156
	Tailoring TMH to Models of Care	157
	TMH Consultation and Collaboration for Children, Adolescents, and Their Families	159
	Primary Care Sites	
	School-Based Health Centers	161
	TMH Consultation and Collaboration for Adults	161
	Direct Care Models	162
	Consultation Care Model	162
	Collaborative Care Models	163
	Asynchronous Telepsychiatry	165
	Cultural Considerations	166
	Conclusion	167
	References	167
	Special Considerations Plant & Assessed To to turbus Seed only but HMT	
10	Geriatric Telemental Health	171
BES	Thomas Sheeran, Jennifer Dealy and Terry Rabinowitz	
	Introduction	171

	The Need for Better Geriatric Mental Health Services	172
	Barriers to Mental Health Care for the Elderly	174
	Studies on Geriatric Telemental Health Services	176
	Acceptability of Telemental Health Among the Elderly	177
	Telepsychiatry in Nursing-Home Settings	180
	Remote Telemonitoring and Geriatric Mental Health Care	181
	Suicidality Suicidality	183
	Case Presentations: Three Examples of the Use of Telehealth	100
	with Geriatric Populations	183
	Telepsychiatry in Nursing-Home Settings	184
	Tele-DCM for Elderly Rehabilitation Patients	187
	Telemonitor-Based Depression Care Management in Home Care	188
	Conclusions	189
	Acknowledgment	189
	References	189
	Packap Technologies and Protocols Should VTO Riviended American	10)
11	Child and Adolescent Telemental Health	197
121	L. Lee Carlisle	171
	Introduction	197
	Literature Review	198
	Developmental and Clinical Considerations	198
	The Practice of Child and Adolescent Telemental Health	202
	Models of Care and Clinical Practice: Primary Care	202
	Models of Care and Clinical Practice: Other Sites of Practice	204
	Optimizing the Virtual Clinical Encounter with Children and	207
	Families	205
	Treatment in Child and Adolescent Telemental Health	210
	Telepsychiatry in a Youth's System of Care	212
	Summary and Conclusions	216
	References	217
	Large Females and State of the	21/
12	Rural Veterans and Telemental Health Service Delivery	223
	Leslie Morland and Karen Kloezeman	131
	Introduction also and nonematical two motorium of HEAT	223
	Rural Veteran Population	223
	Mental Health Disorders in Veterans	224
	Rural-Urban Health Disparities in Veterans	225
	Access to Care	226
	VA Health-Care Service Utilization	226
	Barriers to Access to Care	229
	Limitations in the Access to Care Literature	232
	TMH and the Department of Veterans Affairs	234
	Clinical Effectiveness of Psychotherapies Delivered via CVT	235
	Considerations Associated with CVT Delivery	235
	Challenges Associated with CVT Delivery	238
	Limitations in the CVT Literature	240

	Future Directions	240
	Conclusions Control of Warner and Control of	241
	References William References	242
13	Videoteleconferencing in Forensic and Correctional Practice	251
	Ashley B. Batastini, Brendan R. McDonald, Robert D. Morgan	
	Videoteleconferencing Health in Forensic and Correctional	
	Practices	251
	The Development of Videoteleconferencing in Forensic and	
	Correctional Settings	251
	Barriers to Health Care	253
	How Can VTC Improve Services in Criminal Justice Settings?	255
	Demonstrating the Effectiveness of VTC	256
	Challenges Facing VTC in Corrections	260
	The Need for Specialty Best Practice Guidelines	261
	Future Directions	262
	Spotlight on TMH and Telelaw Programs	265
	Summary	267
	References	267
Sec	ction Five Assessment and Intervention	273
14	Sancial Considerations in Conducting Neuronauchology	
14	Special Considerations in Conducting Neuropsychology	275
	Assessment over Videoteleconferencing C. Munro Cullum and Maria C. Grosch	213
	Background and Scope	275
	Why Teleneuropsychology?	276
	Limiting Factors	276
	Availability of Equipment	276
	Data Transmission Speeds	277
	VTC Environment	278
	Setting Up Teleneuropsychology Services	279
	Evidence for VTC-Based Diagnosis and VTC-Based Cognitive	217
	Assessment	280
	Consumer Satisfaction with VTC-Based Services	286
	Practical and Ethical Issues in Teleneuropsychology	287
	Mobile Teleneuropsychology Applications	288
	Future Directions	289
	Summary	289
	References	290
		india.
15	Special Considerations for Conducting Psychotherapy over	
	Videoteleconferencing	295
	Eve-Lynn Nelson, Angela Banitt Duncan and Teresa Lillis	3 453
	Considerations for Conducting Psychotherapy over VTC	295
	Why Deliver Psychotherapy over VTC?	296

	Where is Psychotherapy over VTC Delivered?	297
	Who Participates in Psychotherapy over VTC?	298
	Clients and Family	298
	Therapists and Trainees	299
	VTC Coordinator	300
	Multiple Informants	300
	What Constitutes Psychotherapy over VTC?	301
	Depression	301
	Anger Management	302
	Posttraumatic Stress Disorder	302
	Other Anxiety Disorders	303
	Eating Disorders	304
	Substance Abuse	305
	Additional Therapy Strategies over VTC	306
	How is Psychotherapy over VTC Implemented?	306
	Conclusion	309
	References	310
16	Special Considerations for Conducting Psychopharmacologic	
	Treatment over Videoteleconferencing	315
	Carol M. Rockhill	
	Introduction	315
	Background: The Case for Telepsychiatry	316
	Access to Care	316
	Establishing a Therapeutic Relationship	317
	Feasibility and Acceptability of Telepsychiatry	318
	Clinical and Financial Models of Telepsychiatry Practice	319
	Best Practices for Conducting Psychopharmacology via	217
	Telepsychiatry	321
	Practice Standards and Guidelines	322
	Decisions Specific to Prescribing: Consenting Patients	323
	Decisions Specific to Prescribing: Choice and Logistics of	200
	Medication Provision	323
	e-Prescribing	325
	Current Controversy Regarding Prescribing Through VTC	326
	Conclusions	326
	References	340
		126
289	VA Health-Care Service Utilization	
	tion Six Next Steps in Disseminating Telemental	
	alth and Establishing an Evidence Base	345
		48 83
17	Clinically Informed Telemental Health in Post-Disaster Areas	347
	Eugene F. Augusterfer	
	Introduction	347

	Literature Review and Background	348
	Overview Overview	348
	The state of the s	349
		350
		351
	The Literature Supporting Telemental Health in Disaster Response Case Examples of Disaster and a Potential Role for Telemental	351
	Health Execution Residence Control of the Resi	352
	Case Example I: Hurricane Katrina, Natural Disaster	353
	Case Example II: Haiti, International Disaster	356
	Case Example III: Kenya, Armed Conflict	359
	Lessons Learned	362
	Future Directions	363
	Conclusion	363
	References	364
18	Social Networking and Mental Health	367
	Benjamin Hidy, Emily Porch, Sarah Reed, Michelle Burke Parish	
	and Peter Yellowlees	
	Introduction and History of Social Networks	367
	The Development of Facebook and Twitter	368
	Broad and Diverse Applications of Networking Sites	371
	Use and Effectiveness of Social Networking in Health-Related	
	Behaviors	372
	Consumer Health Social Networks	373
	Involvement of Health-Care Systems with Social Networking	374
	Potential Benefits of Social Networks for Both Patients and	
	Providers	376
	Clinical and Ethical Dilemmas of Professional Social Networking	
	Sites 7	378
	Confidentiality, Privacy, and Setting Boundaries	381
	Special Considerations for "High Risk" Patients	383
	Special Considerations for the Use of Personal Social	
	Network Sites: Dual Relationships, Inadvertent Disclosure,	
	and Nonmalfeasance	386
	Conclusion	391
	References	392
19	Research in Telemental Health: Review and Synthesis	397
	Carolyn L. Turvey and Kathleen Myers	
	Introduction	397
	Satisfaction Research	398
	Comparability Between TMH and Same-Room Care	401
	Effectiveness Research and Noninferiority Statistical Methods	403
	Future Directions in Effectiveness Research	406

	Internet-Delivered Therapy with Little or No Real-Time Interaction	409
	e-Health Adjuncts to Same-Room and TMH Care	410
	Cost-Effectiveness Studies in TMH	412
	Future Directions and Conclusion	413
	References	414
20	Conclusions Carolyn L. Turvey and Kathleen Myers	421
App	pendix I: Glossary pendix II: Telehealth Resource Centers (TRCs) pendix III: Useful Website Providing Practical Information	423 429
	Regarding Telemental Health Practice	