The Impact of Technology on Telehealth Treatment

July 15th, 2021
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The Impact of Technology on Treatment
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
References:

References:

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References:


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References:

- Vanessa K. Bohns, “A Face-to-Face Request Is 34 Times More Successful Than an Email,” Harvard Business Review, April 11, 2017
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References:

- Anna Martín-Bylund & Linnéa Stenliden (2020) Closer to far away: transcending the spatial in transnational families’ online video calling, Journal of Multilingual and Multicultural Development
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- Fitzpatrick, Kathleen Kara & Darcy, Alison & Vierhile, Molly. (2017). Delivering Cognitive Behavior Therapy to Young Adults With Symptoms of Depression and Anxiety Using a Fully Automated Conversational Agent (Woebot): A Randomized Controlled Trial. JMIR Mental Health. 4. e19. 10.2196/mental.7785.
References:


- Iribarren SJ, Akande TO, Kamp KJ, Barry D, Kader YG, Suelzer E, Effectiveness of Mobile Apps to Promote Health and Manage Disease: Systematic Review and Meta-analysis of Randomized Controlled Trials, JMIR Mhealth Uhealth 2021;9(1):e21563

References:

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References:

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

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**Telehealth Topic:** Delaware Libraries Telehealth and Teleservices Initiative

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