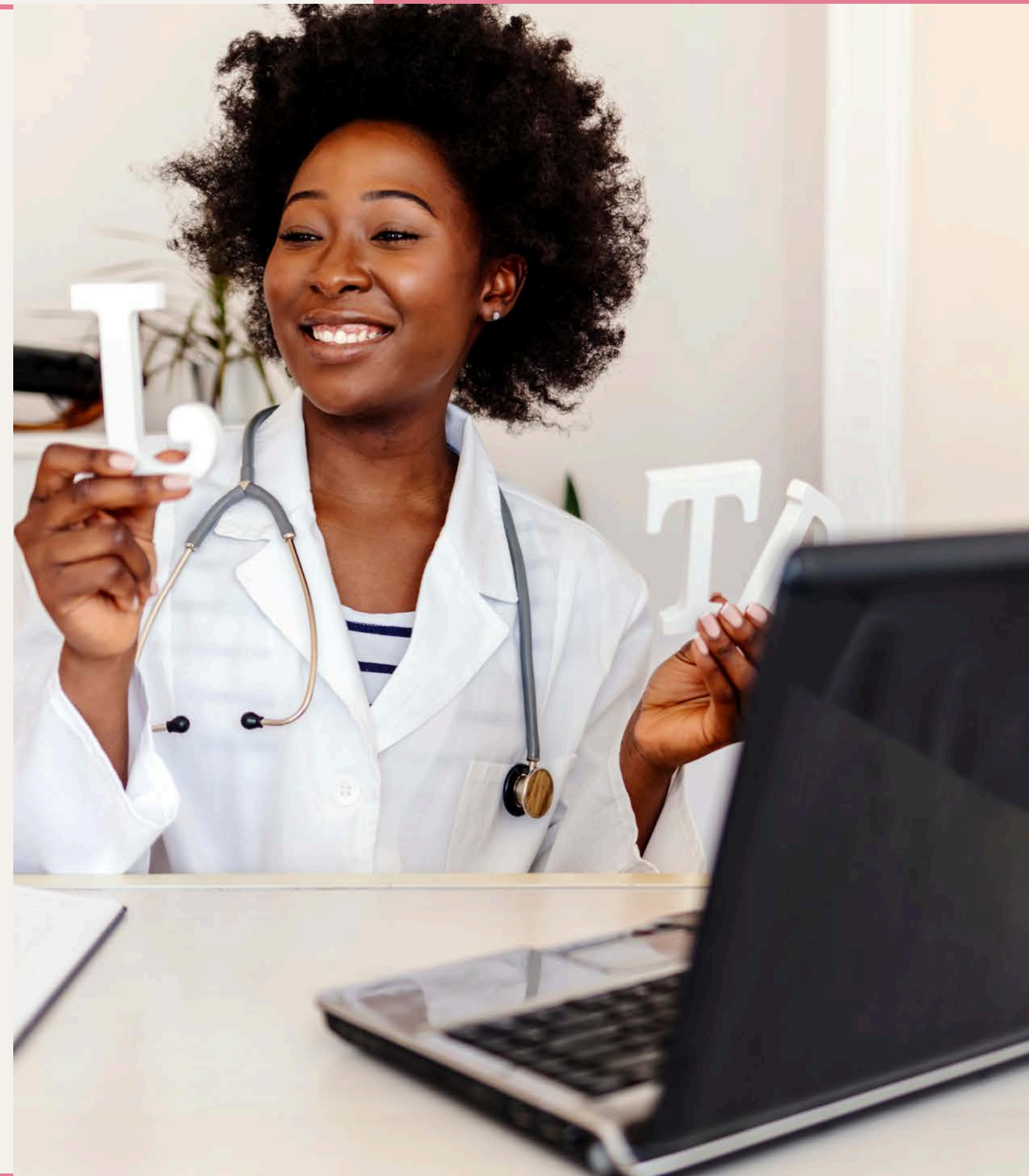


# A Beginner's Guide to Teletherapy in Speech-Language Pathology:

STRATEGIES AND RESOURCES  
FOR GOING VIRTUAL

JESSICA HUNNEMEDER MA, CCC-SLP



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# Introduction and Disclosures

Financial Disclosure:

Owner of Pangea Speech Therapy LLC,

Co-Owner of Speech Story Studios,

Received speaker fee from AbleNet

Non-Financial Disclosure: ASHA member,

Hawaii Speech-Language Hearing

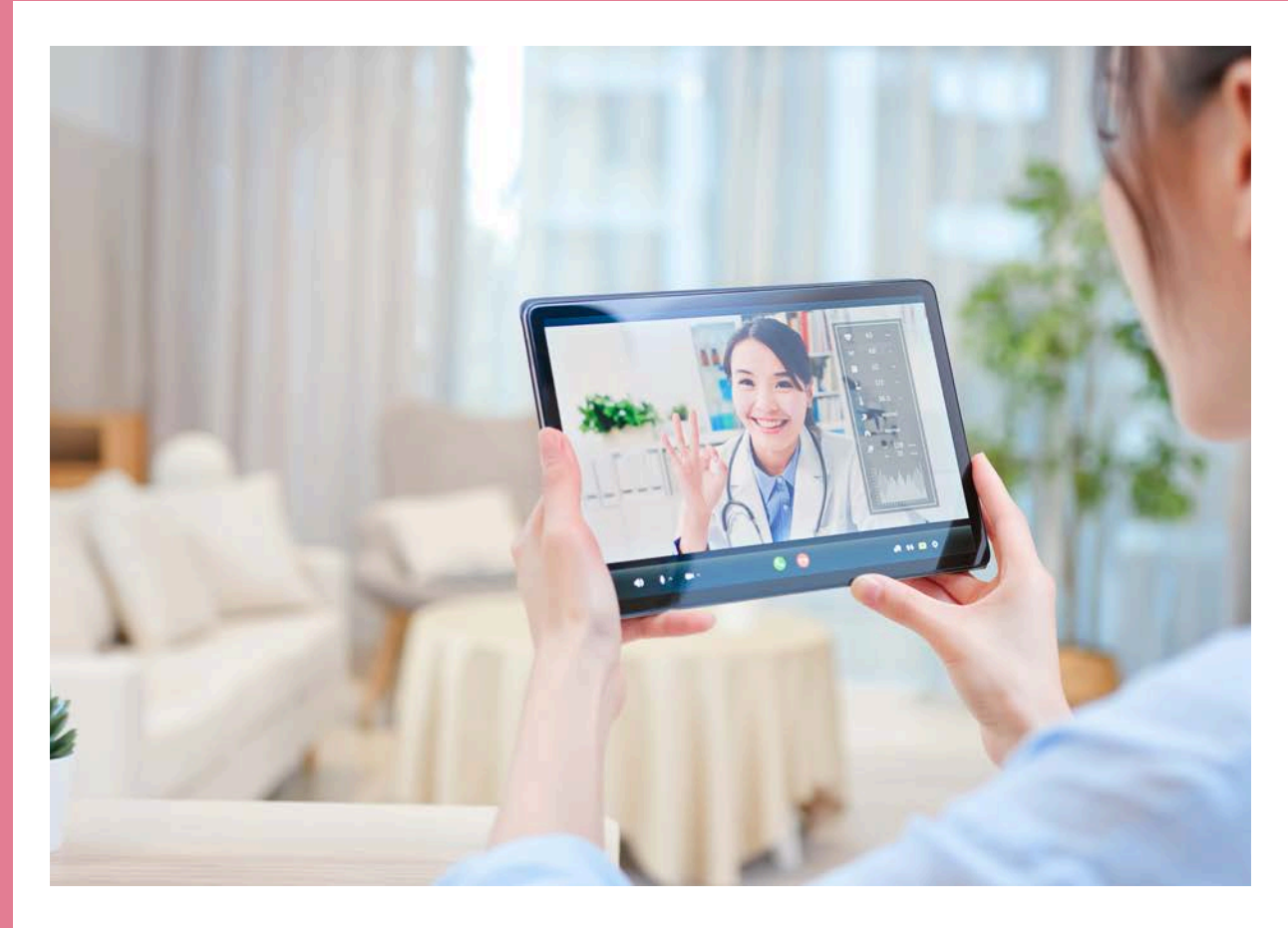
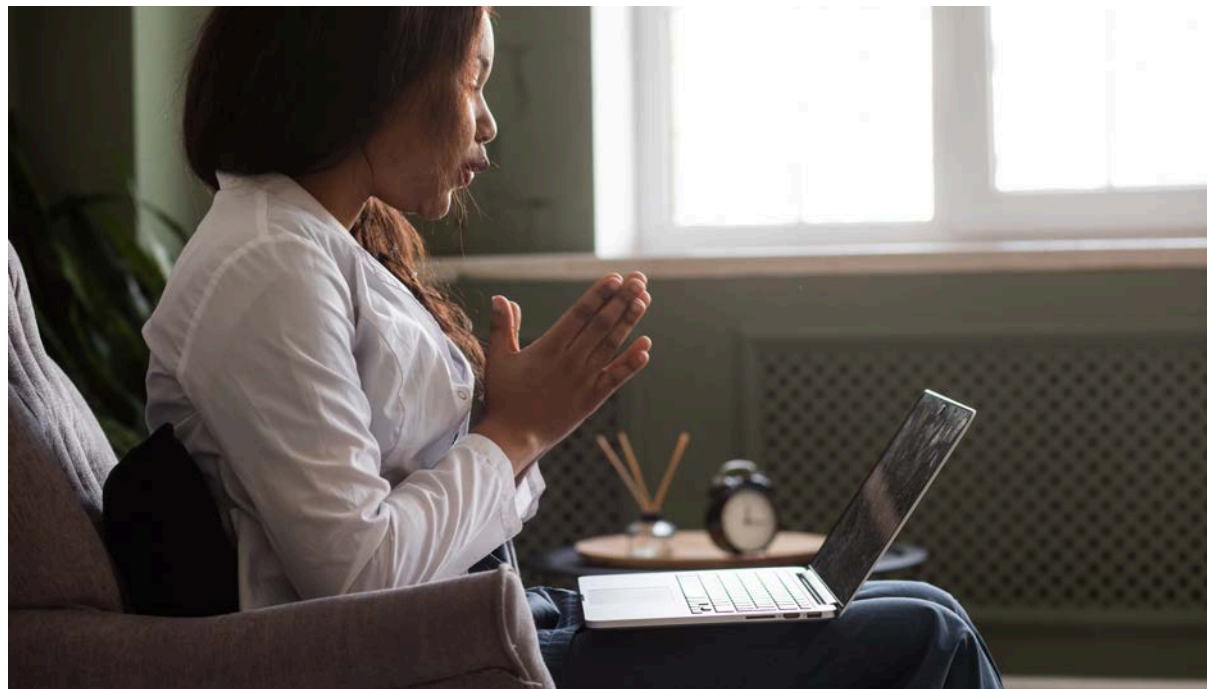
Association member

\*No other financial or non-financial disclosures for presented materials or resources



# Agenda

- Introduction and Disclosures
- Overview and History of Teletherapy
- Basics: Benefits and Challenges of Teletherapy service delivery model



- Organizational Tips for Teletherapy
- Resources and guidelines for SLPs/SLPAs transitioning into Teletherapy
- Review/Reflect/Q & A

# Learner Outcomes

- 1: Participants will be able to identify teletherapy platforms and tools, enhancing SLP's ability to deliver effective virtual therapy sessions.
- 2: Participants will be able to understand best practices for engaging clients in a virtual environment, including strategies to maintain client motivation, track progress, and address common challenges unique to teletherapy.
- 3: Participants will be able to develop and customize teletherapy session plans that are tailored to the individual needs of their clients, ensuring high-quality and personalized therapeutic interventions in an online setting.

**POLL**  
**QUESTIONS**



Me?

# Brief Overview of Teletherapy:

“Telepractice is the application of telecommunications technology to the delivery of speech language pathology and audiology professional services at a distance by linking clinician to client or clinician to clinician for assessment, intervention, and/or consultation.”

Resource: “Telepractice.” Overview, ASHA, [www.asha.org/PRPSpecificTopic.aspx?folderid=8589934956&ion=Overview](http://www.asha.org/PRPSpecificTopic.aspx?folderid=8589934956&ion=Overview).



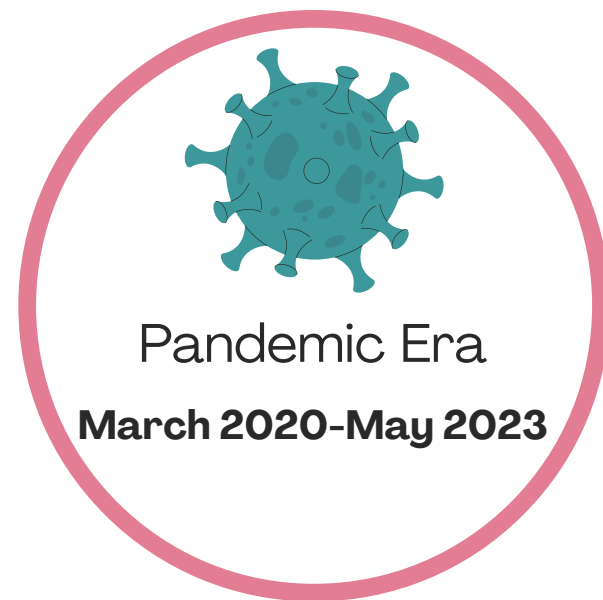
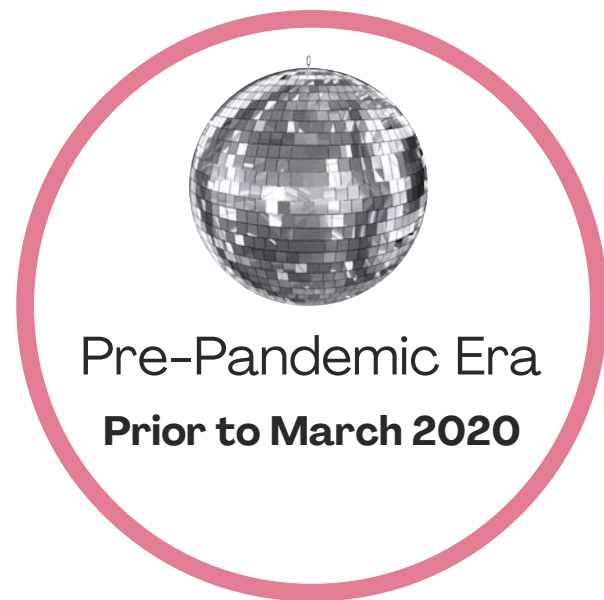
What are some benefits of teletherapy?



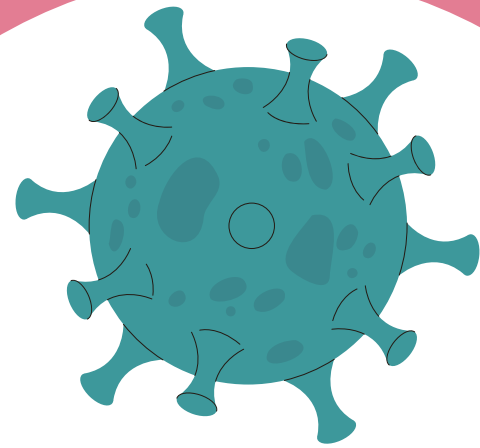


# History of Teletherapy

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Resource: <https://www.cdc.gov/museum/timeline/covid19.html>



Pandemic Era  
March 2020-May 2023

Some drawbacks of teletherapy included:

- lack of equipment
- lack of proper skills among the SLPs
- lack of adequate access to the Internet in some areas
- lack of access to hands-on skills
- Reimbursement rates

Resource: Guglani I, Sanskriti S, Joshi SH, Anjankar A. Speech-Language Therapy Through Telepractice During COVID-19 and Its Way Forward: A Scoping Review. *Cureus*. 2023 Sep 6;15(9):e44808. doi: 10.7759/cureus.44808. PMID: 37809138; PMCID: PMC10560081.

**POLL**  
**QUESTIONS**



- The federal COVID-19 Public Health Emergency declaration ended on May 11, 2023 according to the CDC
- “After this date, CDC’s authorizations to collect certain types of public health data will expire.”

Resource: Centers for Disease Control and Prevention. (n.d.). CDC Archives. Centers for Disease Control and Prevention. <https://archive.cdc.gov/#/details?url=https://www.cdc.gov/coronavirus/2019-ncov/your-health/end-of-phe.html>



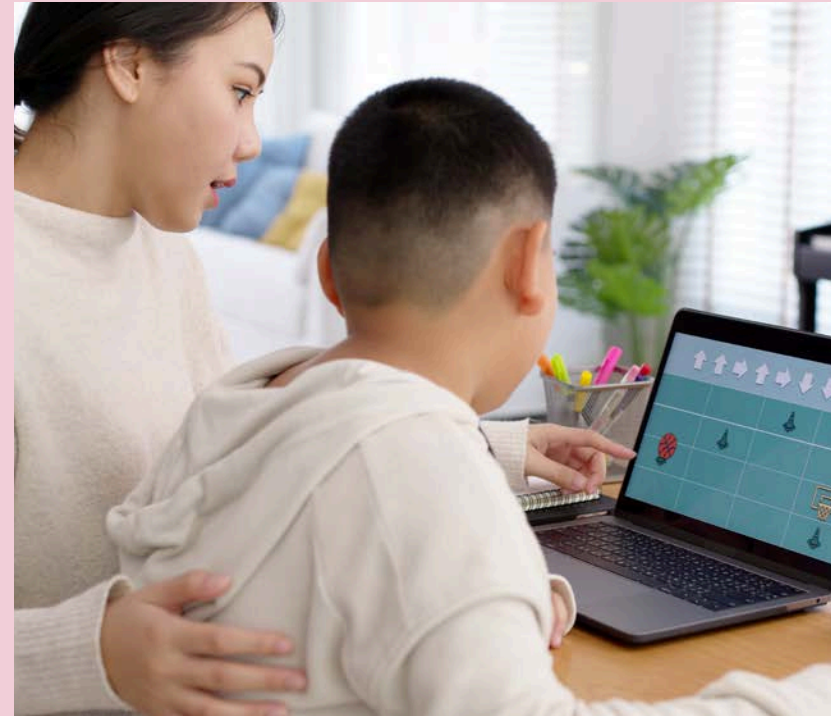
**What, like, it's hard?**

# Service Delivery Methods



## SYNCHRONOUS

**Synchronous teletherapy involves real-time interaction between the therapist and the client. This typically occurs through video conferencing, phone calls, or live chat. During synchronous sessions, both parties are present at the same time, allowing for immediate feedback and interaction. This format closely mimics traditional in-person therapy sessions.**



## ASYNCHRONOUS

**Asynchronous teletherapy does not require the therapist and client to interact in real-time. Instead, communication happens through methods like email, messaging platforms, or recorded video messages. Clients can send messages or updates at their convenience, and therapists respond during their available times. This format offers flexibility for both parties but lacks the immediacy of real-time interaction.**



## HYBRID

**Hybrid teletherapy combines elements of both synchronous and asynchronous methods. Therapists and clients might have scheduled real-time sessions (synchronous) while also utilizing messaging or email for follow-up questions and ongoing support between live sessions (asynchronous). This approach aims to balance the benefits of real-time interaction with the flexibility of non-live communication.**

# Needs for Teletherapy

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01

## Software

- Zoom for Healthcare
- Google Meets
- Doxy.Me
- Coviu
- Many other options, must be HIPAA-compliant with proper security

# Needs for Teletherapy

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02

## Speaking of HIPAA...

- Maintain client privacy through email, messaging, video, etc.
- Password protect transmitted documents
- Consider platforms that ensure firewall, encryption, and two-step authentication, etc.



# Needs for Teletherapy

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03

## Professional Etiquette

- Consider background (visual and audio)
- Professional Attire
- Clear and Confidential Communication
- Technical preparedness: software, notes, goals, etc.

# Needs for Teletherapy

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04

## Licensing

- Licensed where you sit and where the client sits, contact State Boards
- State Compact: <https://aslpcompact.com/>

# Needs for Teletherapy

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05

## Positioning

- Camera angle and framing
- Lighting-ensure you are visible, especially for articulation/ phono  
kiddos
- Consider client positioning

# Needs for Teletherapy

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06

## Client (s)

- Client engagement and interaction-lesson planning, interactive tools, screen sharing, etc.
- Facilitator involvement: SLPA, Paraprofessional, parent/guardian, teacher, etc.
- Consider coaching methods

# Telehealth Privacy Tips for Patients

Understand your privacy and security risks when it comes to the collection, sharing, and storage of your data.



## What are your rights when it comes to data privacy?

- Providers are increasingly able to collect your health data through advancements in telehealth and related health technologies.
- You have the right to maintain privacy over your protected health information.
- You have the right to know how your health data is being stored. Your health data cannot be shared with third parties, such as employers or for marketing purposes. Learn more about the Health Insurance Portability and Accountability Act ([HIPAA](#)).
- Providers are responsible for using [HIPAA compliant telehealth platforms](#) which have safeguards to prevent unauthorized users from accessing your health information and payment methods. Safeguards include firewall, encryption, and two-step authentication, among others.



## How can you protect your privacy during a telehealth visit?

- Avoid scheduling a telehealth visit in a busy area, over a public Wi-Fi network, and on a platform that did not require a password along with other forms of authentication, such as a code sent to your cell phone.
- Limit communications about health information over unencrypted email or other text messaging services.



## What can you do to maintain your data privacy?

- Remove or secure any transmitted data during a telehealth session from your personal computer or mobile device.
- Limit privacy risk associated with social media connections on your computer or mobile device, such as inadvertent linking to social media accounts.
- Let your provider(s) or health insurance companies know if there is health information you do not wish to share with certain people, groups, companies, or other third parties.

These steps reduce risk of your identifiable information, such as name, social security number, email address, and phone number, from being shared.

Resource:

[https://telehealth.hhs.gov/documents/Telehealth\\_Privacy\\_Tips\\_for\\_Patients\\_06-05-23.pdf](https://telehealth.hhs.gov/documents/Telehealth_Privacy_Tips_for_Patients_06-05-23.pdf)

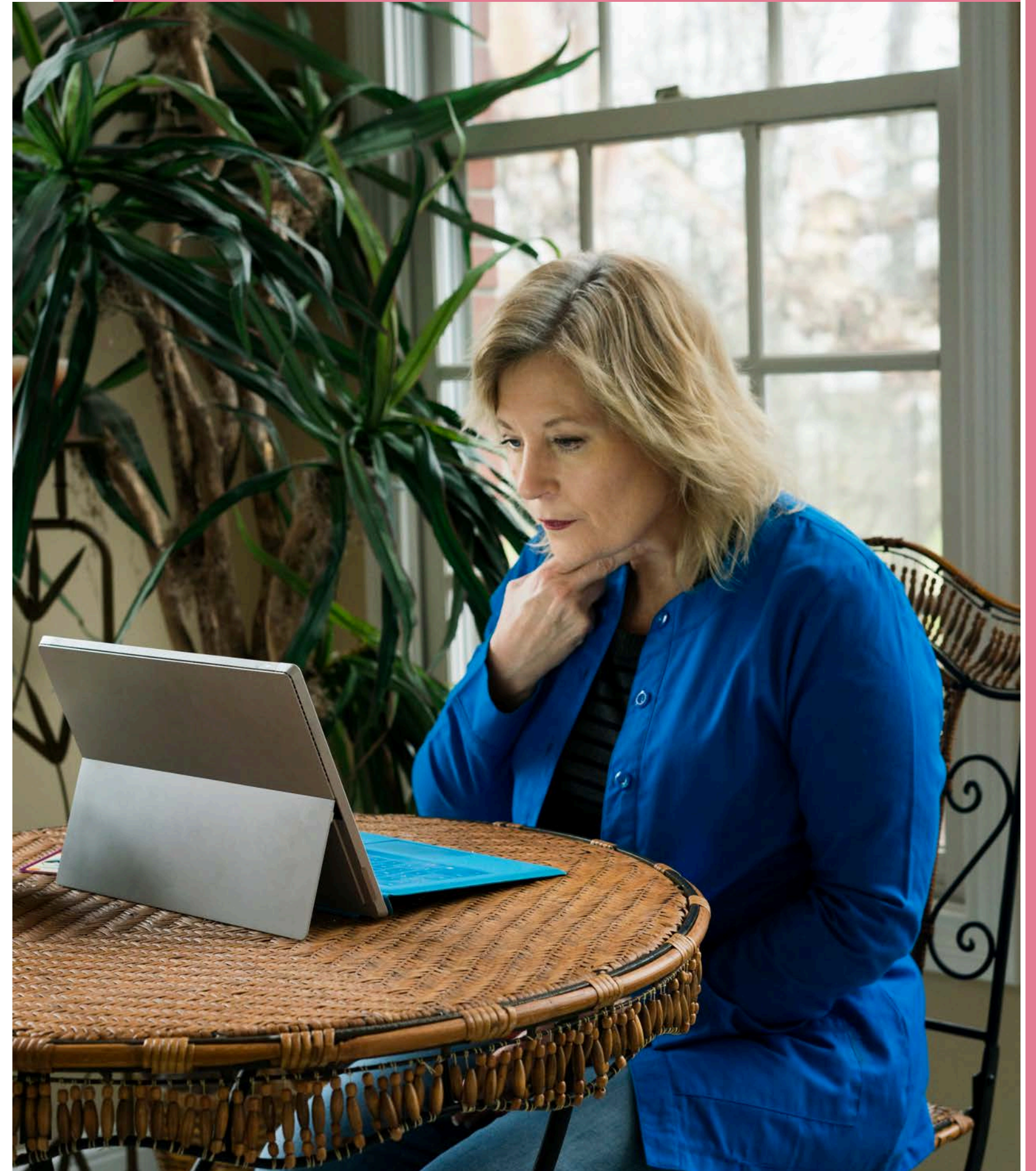
Visit [Telehealth.HHS.gov](https://Telehealth.HHS.gov)



# Considerations from ASHA

Use of telepractice must be equivalent to the quality of services provided in person and consistent with adherence to:

1. Code of Ethics ([ASHA, 2023](#))
2. Scope of Practice in Audiology ([ASHA, 2018](#))
3. Scope of Practice in Speech-Language Pathology ([ASHA, 2016b](#))
4. [Assistants Code of Conduct](#) (ASHA, 2020)
5. State and federal laws, and ASHA policy.





We know the basics,  
seems pretty self-  
explanatory...

We are good to go,  
right?



What are some other considerations when it comes to teletherapy?



## Equality



## Equity



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# Challenges of Teletherapy

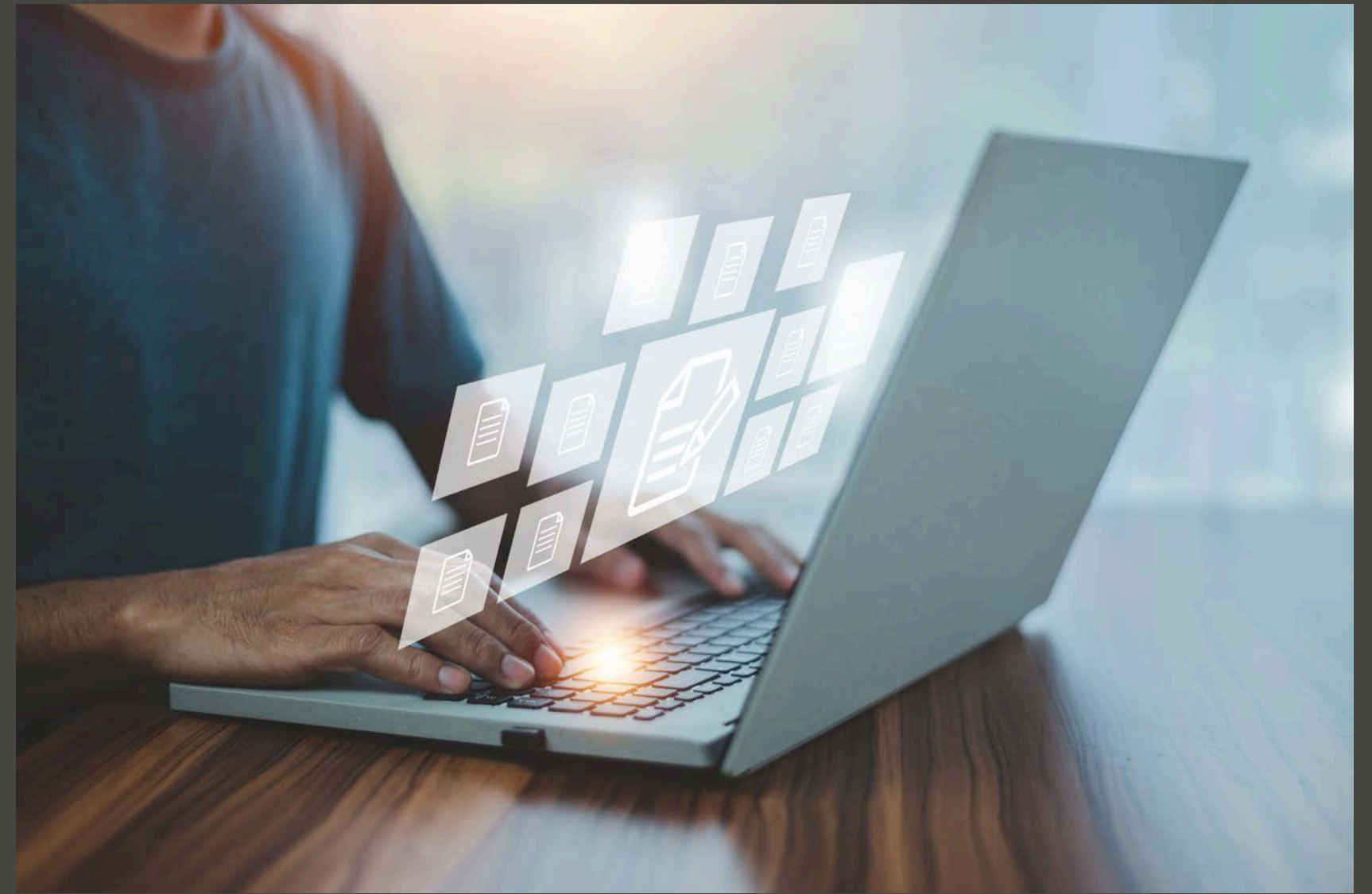


- Technical difficulties
  - Privacy concerns
  - Building rapport and engagement
  - Behavioral challenges
  - Caseload size
  - Organizational Tools
  - What else??
-

# Setting up your Space

01.

OFFICE SET-UP



02.

DOCUMENTATION, SCHEDULING,  
CLIENT COMMUNICATION

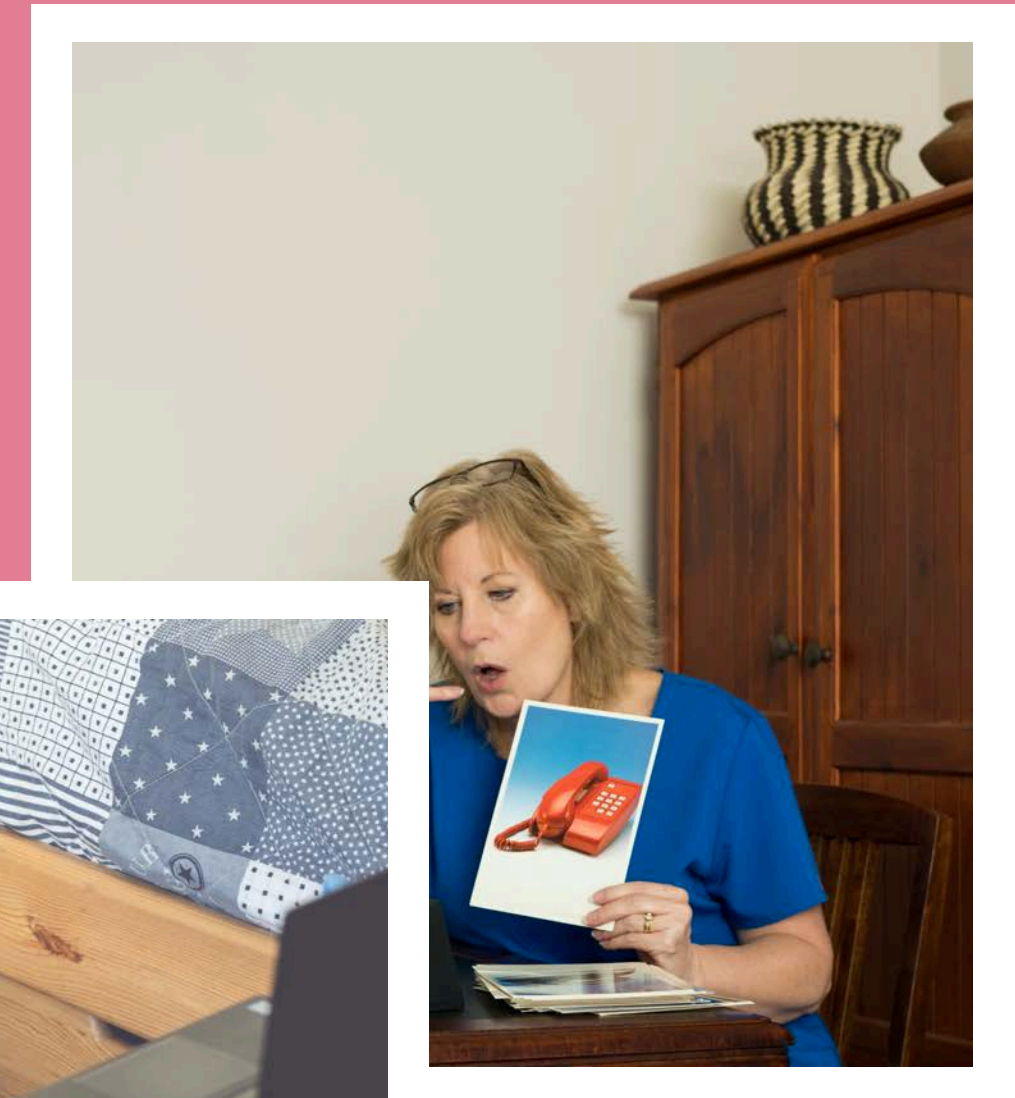
# Resources

**IT'S CALLED THE "BEND AND SNAP"**

# Therapy Resources

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- Various software: UltimateSLP, Pink Cat games, Simply Speaking Club, the Digital SLP, etc.
- Websites: PBS kids, IXL, education.com, Starfall, Boom Cards, etc.
- Apps
- and SOOOO much more!
- Get involved in teletherapy groups, find a mentor, do a 'google' search- there is so much out there!



# Final Thoughts...





Thank you!

## Contact Info:

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