

CareCertify LLC

Behavioral Health Series

BHS-027

Technology, Telehealth & Remote Behavioral Health Support

Participant Guide

Group: Group 5: Specialty Topics | Credit Hours: 1.0

For Home Health Aides, CNAs, PCAs, DSPs & Direct Care Staff

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Learning Objectives

Upon completing this course, you will be able to:

- Describe the role of telehealth in behavioral health care delivery
- Identify the benefits and limitations of telehealth for behavioral health clients
- Support clients in accessing and using telehealth platforms effectively
- Understand digital equity issues and how they affect home care clients
- Apply professional conduct standards in digital and remote care environments

Section 1: Telehealth and Behavioral Health

Telehealth — the delivery of health care via video, phone, or digital platforms — has dramatically expanded access to behavioral health services, especially for homebound, rural, and underserved clients. The COVID-19 pandemic accelerated its adoption, and many behavioral health services have remained partly or fully telehealth-based.

Types of Telehealth in Behavioral Health
Synchronous: live video or phone appointments (therapy, psychiatric evaluations)
Asynchronous: secure messaging or recorded video exchanges
Remote Patient Monitoring: apps that track mood, sleep, medication, and symptoms
Peer Support Platforms: online recovery communities and support groups
Crisis Hotlines and Text Lines: 988, Crisis Text Line (text HOME to 741741)

Section 2: Benefits and Limitations of Telehealth

Telehealth has real advantages for behavioral health clients — and real limitations that home care workers must understand to provide effective support.

✓ DO	✗ DON'T
Help clients locate a private, quiet space for telehealth sessions	Sit in on a telehealth session without the client's explicit permission
Assist with device setup, audio/video testing, and app navigation if needed	Assist with telehealth if the client prefers to do it independently
Ensure the client knows how to reconnect if the call drops	Assume all clients are comfortable with technology
Support the client before and after telehealth appointments	Leave a client alone during a telehealth crisis session
Report telehealth access barriers to your supervisor	Violate confidentiality by discussing what you overheard

Section 3: Digital Equity and Access Barriers

Not all clients have equal access to technology. Digital inequity — the gap between those who have reliable technology and internet access and those who do not — is a significant barrier to telehealth in home care populations.

Common Digital Access Barriers

No smartphone or tablet
No reliable internet connection
Low digital literacy (unfamiliar with apps, video calls, logins)
Vision, hearing, or dexterity impairments that affect device use
Language barriers in technology interfaces
Cost of data plans or devices

Home care workers can:

- Help identify and connect clients to free or low-cost digital access programs
- Notify supervisors of access barriers
- Support phone-based alternatives when video is not accessible

Section 4: Supporting Clients Through Telehealth Appointments

Many clients — especially older adults and those with significant mental health conditions — need practical support to participate effectively in telehealth appointments.

- Help the client find a private space before the appointment
- Test audio and video before the provider joins
- Ensure the client has the login information, link, or phone number
- Remind the client of the appointment in advance if scheduling is part of your role
- Stay available nearby (not in the room, unless client consents) in case technical issues arise
- Document any concerns the client shared before or after the appointment

SCENARIO

Your client has a telehealth therapy appointment but the app is not working on her tablet and she is becoming frustrated and anxious.

Response: Stay calm and reassure her: "Let us try to figure this out together." Attempt basic troubleshooting — restarting the app, checking Wi-Fi. If unresolved, help her call the therapist's office directly by phone. Document the technical issue and notify your supervisor so the care team can address the access barrier.

Section 5: Professional Conduct in Digital Environments

The same professional standards that apply in person apply in all digital environments. Digital communications are permanent, discoverable, and subject to the same HIPAA and confidentiality rules.

Digital Professionalism Rules

Never share client information via personal text, email, or social media
 Do not take screenshots, photos, or recordings of telehealth sessions
 Use only agency-approved secure platforms for any client communication
 Maintain the same level of attention and focus during remote support as in person
 Report any accidental exposure of client information in digital formats immediately

Your digital behavior reflects your professional character — and it is permanent.

Quick Reference Summary

Telehealth Types	Synchronous (live), asynchronous (recorded/messages), remote monitoring
Crisis Text Line	Text HOME to 741741
Digital Equity	Identify access barriers and connect clients to low-cost technology programs
Telehealth Prep	Private space, audio/video test, login info ready, stay available nearby
Digital HIPAA Rule	Never share client info via personal text/email/social media — ever