



PARTNERS
Improving Lives.
Strengthening Communities.

Provider Tip Sheet #2

Technology Based Services During COVID-19

Practice Applications: How to adjust session content for teletherapy

Some therapeutic techniques are more readily adaptable to teletherapy than others. Consider first the needs of the member. If they are in a crisis mode address their current needs and state / functioning level first.

Strategies to consider:

- 1) Psychoeducation is amenable to telehealth and online delivery. Many platforms are waiving subscription costs to allow educators and mental health and health care personnel greater access. Google Hangouts being one example. Forms and templates can be shared with ease.
- 2) CBT based interventions especially with follow up worksheets for homework lend themselves well for online delivery, especially low intensity CBT.
- 3) The ABS Five Areas Model – having client describe and understand their difficulty
- 4) Normalizing their current stress levels and anxiety. It is unprecedented what the world is experiencing with this pandemic so naturally stress and coping strategies are not fully aligned, and uncomfortable feelings are expected.
- 5) Encourage the setting of routines and schedules adjusted to being at home. Encourage clients to stick with a routine.
- 6) Guided visualizations, 7/11 breathing, grounding techniques are important potential interventions that are easily conducted through online and digital means and through telephone conversations. Techniques to reduce anxiety, calm the client, and ground them.
- 7) Problem solving and prioritizing with the client.
- 8) ACT therapy techniques, Mindfulness Based Stress Reduction, and IFS are also potentially adaptable for online delivery.
- 9) Some tools to consider: Work and Social Adjustment Scale, PHQ-9, GAD-7, Hexaflex worksheets, values inventories, Stress Resiliency Profile, The SCARED all have online footprints and can be shared.