

Peer Support via Telehealth Platforms

Presented by:
Melissa Dittberner, PhD, CPS, PS



Peer Recovery Support Series

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Webinar Facilitator:

Jessie O'Brien, LCSW, CASAC

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Peer Recovery Support Series, Part 5: Peer Support via Telehealth Platforms

A Live, Interactive Webinar

As of January 2023, registration and CE quiz and Certificate access for the NAADAC Free Webinar Series are available in the **NAADAC Education Center**. [Click here](#) to learn about the NAADAC Education Center.

Thursday, June 29, 2023 @ 3:00-4:00pm ET (2CT/1MT/12PT)

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Zoom Webinar

Overview

Resources and Handouts

THANK YOU

Thank you for attending this webinar! In order to get your CE certificate, you will need to pass the content knowledge quiz with a score of 80% or higher and complete the survey evaluation.
Click here to access the CE quiz.

DESCRIPTION

Though we may specialize in providing help with drug specific behavior, every client we work with also presents with a mental health and or situational problem. We want to stay within our scope of practice, but also address the immediate concerns of our clients. Short of fragmenting services by referring to a mental health counselor or simply sending clients for medication, how can we help? This webinar introduces mastery problem-solving as a way to address psychological and situational

January 11, 2023

Wed 3:00 PM EST

DURATION 1H 0M

This live web event has ended.

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Webinar Presenter:

Melissa Dittberner, PhD, CPS, PS

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Peer Support via Telehealth Platforms

Dr. Melissa “Mo” Dittberner

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Objectives

- Understand the importance of being up-to-date of laws surrounding telehealth.
- Identify telehealth skills to best work with clients through text, email, chat, video and apps.
- Recognize the need for safety when working with peers online.

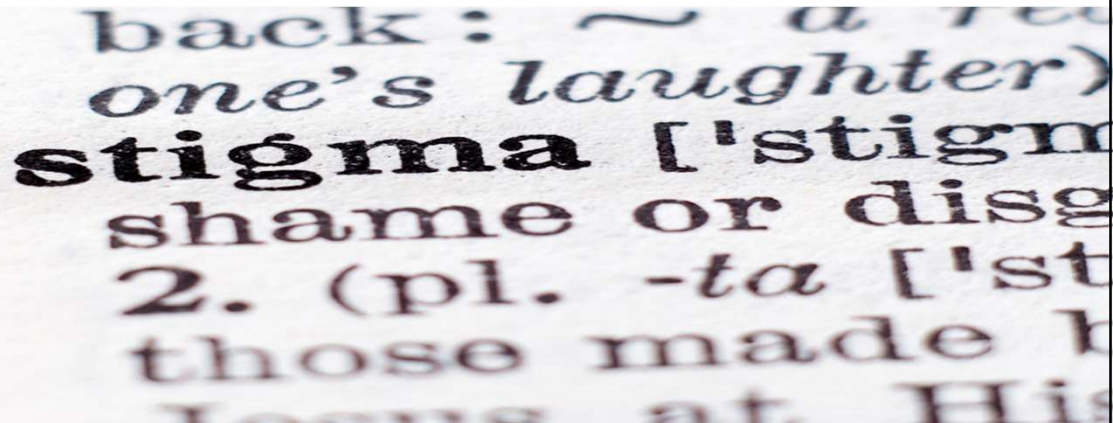
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Outline

- HIPAA importance
- Understanding and rules
- Online tools and skills to work with peers online
- Practical applications
- Questions

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The opposite of addiction is not
sobriety, it's **support**.



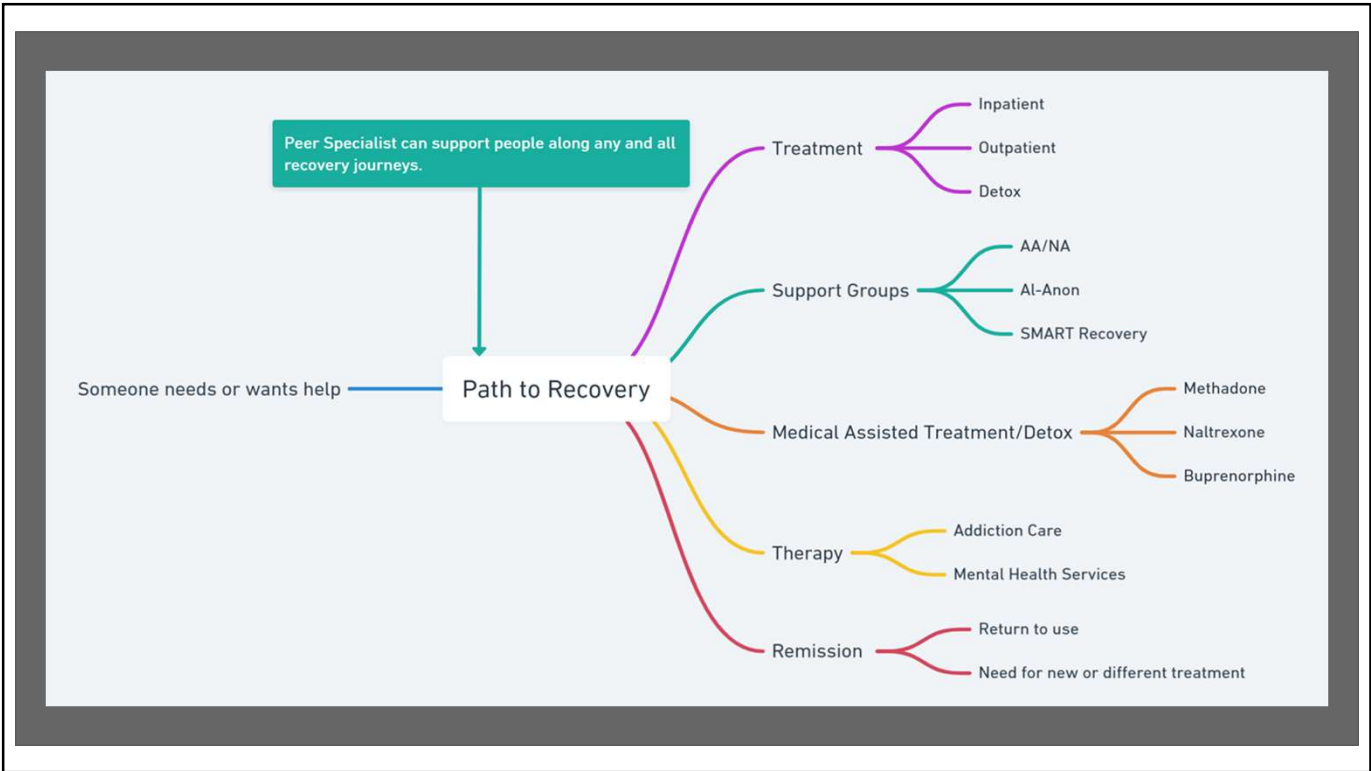
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Peer Support

Quick Overview

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What is HIPAA?

HIPAA is “The Health Insurance Portability and Accountability”. HIPAA is comprised of the Privacy, Security, and Breach Notification Rules, which protect the privacy and security of health information and gives individuals rights to their health information. HIPAA establishes standards to protect PHI held by these entities and their business associates:

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Considerations

- State certifications
- Boards state to state requirements

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Diligence

Compliance with HIPAA is an ongoing exercise. There is no one-off compliance test or certification one can achieve that will absolve a Covered Entity from sanctions if an avoidable breach or violation of HIPAA subsequently occurs.

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Skills and tools for online work

text, email, chat, video, apps

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Skills

- Verbal (tone)
- Nonverbal
- Active Listening
- Motivational Interviewing
- Body Language
- Using a Headset
- Organization
- Time management

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Considerations

- Integrating technology into existing services
- Keeping in your scope
- Clients who are not good candidates for technology based therapy
- Significant barriers for teens

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Differences and Similarities Between In-person and Telehealth Practices

Both service delivery options have pros and cons to them. When deciding what method works best for you and your client, consider their goals and level of support needed, the environment you'll be providing services and the environment they'll be receiving them, scheduling concerns, and other obstacles.

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Pros and Cons

In Person	Telehealth
<div><div>- Pros</div><div><div>- Greater control over environment</div><div>- Confidentiality</div><div>- Non-verbal communication</div></div></div> <div><div>- Cons</div><div><div>- Transportation</div><div>- Child care</div><div>- Rural barriers</div><div>- Anxiety associated with in person interactions</div></div></div>	<div><div>- Pros</div><div><div>- Pros</div><div>- Convenient</div><div>- More conducive for clients with high anxiety</div><div>- Decreased interruption in daily activities</div></div></div> <div><div>- Cons</div><div><div>- Confidentiality</div><div>- Regulations can be confusing</div><div>- Equipment and technology</div></div></div>

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Things to Think about

- Client Privacy
- Secure software
- Confidentiality
- Work across state lines
- Privacy during sessions (others present)

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Tools

Not secure

VOIP phone number: Call & Text

Free Zoom

Payment processors

Email

Calendar

Secure

Software with a Business Associates Agreement

HIPAA compliant servers

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Facilitation Changes

In the wake Covid-19 we found that being flexible with meeting space and the use of telecommunications was a valuable option for meeting clients. It is imperative that you remain up to date and compliant with all telehealth regulations.

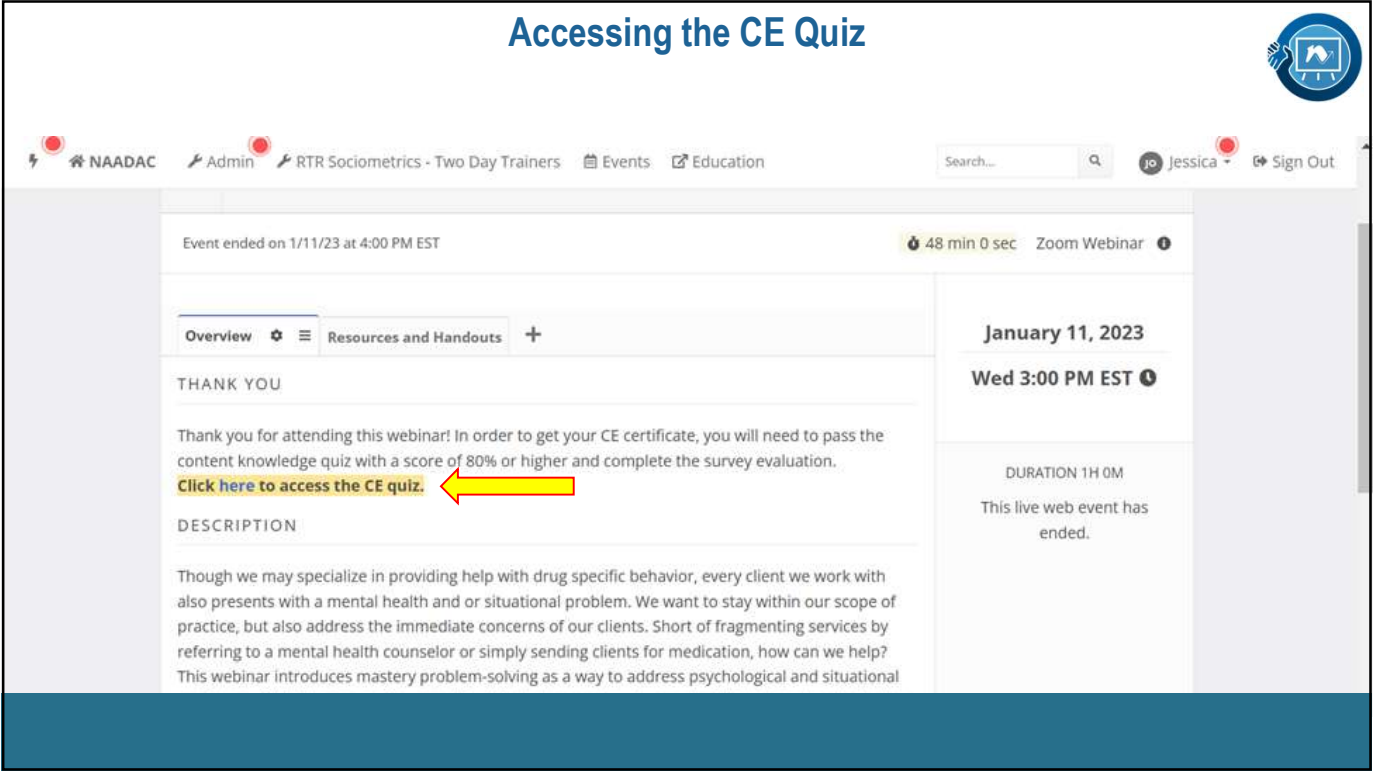
When circumstances necessitate pivoting from in person meetings to virtual meetings it is critical that your client understands why and agrees to this new format. This might require a pre-meeting call to ensure your client has both access to the technology needed, and they feel comfortable executing the required steps for a successful virtual meeting.

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Thank You for Your Time

Dr. Mo
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UPCOMING WEBINARS



July 12th, 2023

Health, Wellness, and Balance

By: Tricia Chandler, PhD, MA, LPC, MAC and Tara Matthews, PhD, LPC, MAC



July 27th, 2023

Peer Recovery Support Series, Part 6: Professional Development for Peers - Progress, Not Peerfection

By: Caitlin Hegwood, MS, ACADC, CCTS-I



July 26th, 2023

Improving Treatment Outcomes for People With Cognitive Impairment

By: Julia Brower, Advanced CASAC



August 9th, 2023

Tobacco Use and Cessation: Opportunities to Drive Improvements in Behavioral Health Care

By: Brenna VanFrank, MD, MSPH and Rebecca M.

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Denver, Colorado
www.naadac.org/annualconference
2023 Northwest Regional Conference on Indigenous Peoples: Awareness, Knowledge, and Cultural Practices
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