Considering Tele-therapy? What You Need to Know BEFORE You Start

As the novel coronavirus concerns continue, many professionals are turning to tele-therapy to continue client care. Whether you are new to practicing tele-therapy or not, there are a few critical items you need to know before you start.

As a policyholder with the NASW Risk Retention Group, your professional liability policy covers client care over the phone and other communication vehicles the same way in-person client care is covered. The coverage support is provided the same way other incidents are handled and are held to the same agreement terms and conditions.

But, Before You Start! It Is Critical You Address These Issues Before any Tele-therapy begins.

- Most importantly, check with Your State! Regulations for tele-therapy vary state by state. It is up to you to check the licensure and regulatory requirements surrounding tele-therapy services. Your policy may not cover you if you are not following your state regulations.
- Remain HIPAA Compliant! Consider online delivery mediums that comply with HIPAA, federal and state regulations for the provision of services. Choose a platform that is easy to use so that you can offer confidential and secure care for your clients.
- Maintain Technology Standards! Standards for Technology have been set by the NASW, ASWB, CSWE & CSWA. Review the standards online.
- Adhere to the Code of Ethics! Professional ethics are at the core of the profession. The Code of Ethics set forth values, principles, and standards to guide professional conduct. Review the Code of Ethics online.

An Additional Resource to Guide You

This risk management webinar is an excellent resource if you are exploring new communication options. Technology in Social Work Practice, offered by the National Association of Social Workers, is CEU eligible and a great tool for anyone using technology to deliver services. Visit the Social Work Online CE Institute online.

If you have additional questions and would like to speak to someone directly regarding coverages, please call 888-278-0038 Monday through Friday from 7 a.m. to 7 p.m. CST.