

# Ethics and Telemental Health for California Mental Health Providers Posttest

1. Telehealth can best be described as

using the phone to talk to clients.

a formal counseling session conducted via a video conferencing platform.

the use of telecommunication technologies to provide health care when the patient and clinician are in different places.

professional health-related education conducted via a virtual platform only for patients in remote areas who are experiencing a crisis.

2. The COVID-19 pandemic of 2020 illuminated the benefits of telehealth and

broke previous barriers to its use, such as digital illiteracy.

improved privacy and confidentiality.

established new patient rights, such as autonomous decision making.

made permanent and uniform legislation related to practice across jurisdictions.

3. Clinician familiarity with basic computer functioning is necessary to maintain the ethical principle of

non-maleficence.

competence.

social justice.

beneficence.

4. Which of the following terms refers to the process of encoding transmitted data to ensure that it can only be retrieved by the intended recipient?

Encryption

Updated passwords

Authentication

Digital signature

5. A behavioral health provider is responsible for protecting the confidentiality, security, and privacy of client information. Authentication is one way to do this and is best described as a

process of ensuring HIPAA compliance.

term used by telemental health platforms.

way to protect individually identifiable data.

process of verifying the identity of a person or device.

6. Which of the following statements about computer security is true?

Malware improves computer security.

A public Wi-Fi network is convenient to use, but because it is unsecured someone could breach the connection and obtain personal data without consent of the user.

A good security practice is to create a unique and strong password and use it across all accounts.

To secure a private or home network, the practitioner does not need to do anything other than enroll in a HIPAA compliant platform.

7. Synchronous communication refers to electronic communication that is

not in real-time.

in real-time.

ineffective.

between provider and client only.

8. Clients should be informed that a risk of telebehavioral health is that

a privacy breach related to email correspondence is possible.

there is an absence of empirical literature to support its use.

HIPAA protections do not apply to telemedicine.

crisis plans cannot be established in advance or successfully implemented.

9. Most ethical transgressions that occur in telehealth are related to

informed consent.

competence.

confidentiality.

dual relationships.

10. Best practices for managing common ethical concerns in telehealth include

dressing the same way as your client to put them at ease.

having a trial run with the technology for every session.

providing clients with a clinician's personal phone number.

ensuring an informed consent is provided/signed regarding risks of telehealth.

11. In preparation for providing telebehavioral health, the National Association of Social Workers (NASW) advises clinicians to check with their liability insurance coverage, the client's insurer, and

the state licensing boards of both the practitioner and client.

the client's primary care physician's assessment of the appropriateness of telehealth.

medicaid restrictions.

legal counsel regarding the likelihood of malpractice claims.

12. A suggestion to improve the effectiveness of telehealth encounters is for clinicians to

keep their gestures and facial expressions subtle.

look at their client's face on the screen to maintain eye contact.

hide what they're doing, like writing notes, away from the screen so clients don't misinterpret it for distraction or disinterest.

become familiar with the technology before sessions to avoid such technical difficulties as video or audio failures.

13. Documenting telehealth sessions differs from documenting in-person sessions because it

can be shorter.

should be contextualized by including the client's location and any unintentional attendees.

always details technology failures that happened every session.

should be signed by both clinician and client in an electronic health record.

14. What are the four features of documentation involved in managing risk?

content, language, credibility, and access

content, process, intervention, empiricism

competence, confidence, compassion, creativity

content, language, credibility, empiricism

15. There is an increasing evidence base for the benefits of using telemental health with youth in correctional facilities. These benefits include improved treatment access for a traditionally underdiagnosed and undertreated population, and opportunities for correctional staff to

validate the youth's right to privacy.

learn about mental health disorders and adolescent conduct problems.

absorb liability usually held only by treating clinicians.

teach youth transferrable technology skills.

16. The top positive aspect to telebehavioral health with couples is the

- convenience and access.
- greater therapist control.
- cost-effectiveness.
- clearer expectations set forth in treatment plans.

17. Supervisors providing supervision via telehealth are responsible for their supervisees competency in providing telehealth services.

- True
- False

18. Which organization's code of ethics requires that state regulations relevant to the provision of telemental health be documented in client records?

- NBCC
- NASW
- APA
- ACA

19. Standards of care related to telehealth are informed by

- professional codes of ethics only.
- empirically based best practices established in each separate health care profession, which are then generalized for relevancy.
- state laws and licensing regulations, ethics codes, and guidelines adopted by professional groups.
- client and therapist interactions.

20. Which of the following general directives about providing services via telemental health across jurisdictions is true?

- Practitioners may acquire a license to practice telemental health regardless of jurisdiction through an accredited national telemental health licensing body.
- Clients must be located in a state where the clinician is licensed and the clinician must be licensed in the state where the clinician is physically located.
- Practicing across state lines is allowed if the states are in the same region of the country.
- States cannot determine if cross state practice is allowed, only insurance companies can.