
CAMFT ACTCF

The Canadian Association for Marriage and Family Therapy
L'association Canadienne pour la thérapie conjugale et familiale

Hello all,

I do hope that everyone is safe and sound during these difficult times. Many of us, and our clients, are in self-isolation to help “flatten the curve” on COVID19. This means many of us are seeking alternatives to face to face client sessions. Here are a few thoughts regarding the use of **video chat & telemedicine platforms**.

- It allows for the **continuation of care** during the pandemic.
- The technology is straightforward, user-friendly and secure.
- Establishing **consent** with clients regarding the use of a video chat platform is essential.
- **Confidentiality**
 - - Make sure your device (phone, tablet or desktop) is **password protected**, regularly updated and secure.
 - Only use video chat/conference platforms that have end to end encryption.
 - Most platforms/devices can record communications. Discuss your policy regarding this with clients.

Some questions to consider.

Does your professional liability **insurance** cover an electronic practice?

Do you possess the array of **competencies** that are necessary to engage clients in a safe, effective therapeutic process via video chat/telemedicine platforms?

This [Security Practices Checklist](#) that was developed by the CRPO is a helpful tool in setting up an electronic practice.

If you are looking for a bare bones **short-term solution** to utilize right now, I would recommend [Signal](#).

- Free
- Very secure (Edward Snowden approved)
- Not that popular which means you could use it exclusively for your clients
- Can be used on smartphones, tablets and laptop.

If you are looking for a basic **telemedicine** solution that you can integrate into your current practice, then please have a look at **doxy.me**

- Free
- Upgradeable if you need more features
- Very secure - HIPPA & PHIPA compliant
- Can be used on smartphones, tablets and laptops

If you want to take your **whole practice online** then have a look at these two options. I have reached out to both companies to see if we can get a group discount as they are expensive.

- **Noustalk**
- **On Call Health**

Additional guidance from CRPO on pursuing an electronic practice is available here:

- [Standard 3.4 Electronic Practice](#)
- [Electronic Practice Guideline](#)

I want to thank Lene Marttinen at CRPO for providing additional resources and information for this communication. The recommendations above are my personal ones not that of CAMFT. If anyone has any questions or has information to add to this, please feel free to email me directly at andrew@camft.ca

We have also created a **private discussion forum** for our members to talk and share their challenges of practicing couple and family therapy during this difficult time.