

# Best Practices in Online Therapy Practices



## *Instructor Information:*

Benjamin E. Caldwell, PsyD, LMFT. Dr. Caldwell is a California Licensed MFT and Adjunct Faculty for California State University Northridge. He is the author of *Basics of California Law for LMFTs, LPCCs, and LCSWs*, and editor of the *User's Guide to the 2015 AAMFT Code of Ethics*. He previously served a three-year term on the AAMFT Ethics Committee, and spent 10 years as the Legislative and Advocacy Committee Chair for AAMFT-CA.

**Instructor:** Benjamin E. Caldwell PsyD. LMFT

## *Course Description:*

Therapists and clients alike are growing more comfortable with technology. Most therapists now say they have emailed with clients, and many have adopted automated text-message appointment reminders to reduce client no-shows. This presentation focuses on legal, ethical, and best practice guidance for the use of technology in clinical practice. Issues addressed include telehealth requirements, practicing across state lines, software platforms, email, texting, and social media.

**Date:** January 16, 2025

**Time:** 9:00am-12:15pm

**Location:** Virtual training- link will be sent to registrants

**RUHS-BH Staff - Please register for this course via COR at <https://corlearning.sumtotal.host>  
All other interested partners, please visit [www.rcdmh.org/wet](http://www.rcdmh.org/wet)**

**Free to all registered participants**

Continuing Education Credits: This course is approved for 3 continuing education units/credits/hours.

If you need a reasonable accommodation/alternative format for this training event, please contact the Rustin Conference Center at (951) 955-7270 at least fourteen business days (14) prior to the course date.

# Best Practices in Online Therapy Practices

January 16, 2025

9:00am-12:15pm

**Course Description:** Therapists and clients alike are growing more comfortable with technology. Most therapists now say they have emailed with clients, and many have adopted automated text-message appointment reminders to reduce client no-shows. This presentation focuses on legal, ethical, and best practice guidance for the use of technology in clinical practice. Issues addressed include telehealth requirements, practicing across state lines, software platforms, email, texting, and social media.

**Instructor Information:** Benjamin E. Caldwell, PsyD, LMFT. Dr. Caldwell is a California Licensed MFT and Adjunct Faculty for California State University Northridge. He is the author of Basics of California Law for LMFTs, LPCCs, and LCSWs, and editor of the User's Guide to the 2015 AAMFT Code of Ethics. He previously served a three-year term on the AAMFT Ethics Committee, and spent 10 years as the Legislative and Advocacy Committee Chair for AAMFT-CA.

**Audience:** LMFT's, LCSW's, LPCC's, and LEP's; Audience can also include associate therapists.

Level of training: Introductory - new topic for audience

**Seat #:** 50

**Location:** Virtual training- link will be sent to registrants

If you need a reasonable accommodation/alternative format for this training event, please contact the Rustin Conference Center at (951) 955-7270 at least fourteen days (14) prior to the course date.

## **Educational Goals:**

1. Participants will improve their understanding of current research related to the effectiveness of online mental health care.
2. Participants will improve their ability to practice mental health care online in accordance with the requirements set forth in state and federal law.
3. Participants will improve their ability to apply best practice recommendations from professional organizations for the online delivery of mental health care.

## **Learning Objectives:**

1. List at least (4) four legal obligations for California mental health care providers delivering psychotherapy services via telehealth
2. Summarize at least (2) two key rules that HIPAA-covered entities must abide by
3. Describe at least (3) three current research findings regarding psychotherapy delivered via telehealth
4. Summarize at least (4) four best practices for online mental health care delivery consistently recommended by mental health professional organizations
5. Develop a contingency plan for technology failure during session

**Course outline:**

Time:	Topic/Content
9:00am-10:00am	<b>Current telehealth context</b> <ul style="list-style-type: none"><li>• California and federal law and regulation</li><li>• Guidance from professional ethics codes</li><li>• Recent changes in practice patterns</li></ul>
10:00am-10:30am	<b>Research findings on telehealth care</b> <ul style="list-style-type: none"><li>• Therapeutic relationship</li><li>• Effectiveness for various disorders</li><li>• Couples, families, children, and groups</li></ul>
10:30am-10:45am	<b>Break (NON-CE)</b>
10:45am-12:15pm	<b>Best practice guidance</b> <ul style="list-style-type: none"><li>• Source documents for best practices</li><li>• Common recommendations</li><li>• Additional clinical considerations</li></ul>

**This course is approved for 3 continuing education units/credits/hours.**

**Continuing Education:** Course meets the qualifications for (3) hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. Riverside University Health System-Behavioral Health is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and/or LEPs. Riverside University Health System-Behavioral Health maintains responsibility for this program/course and its content.

CAMFT approved continuing education provider number: 1000060

Provider approved by the California Board of Registered Nursing, Provider # CEP17400 for (3) Contact Hours.

Provider approved by CCAPP-EI, Provider Number 1N-98-402-1225 & 3-22-341-0526 for (3) CEH'S.

Mailing address: Riverside University Health System-Behavioral Health (RUHS-BH), Workforce Education and Training (WET), 2085 Rustin Ave., Riverside, CA 92507.

**Requesting Continuing Education:** Participants interested in receiving continuing education credit or a certificate of participation should contact Germeen Armanious email at [G.Armanious@ruhealth.org](mailto:G.Armanious@ruhealth.org). Please include the following information in your email request: full name, title of training, and certification or license number. For in-person courses, certificates will be issued immediately after the completion of the course. For distance learning courses, certificates will be issued via email or by mail within five (5) business days after the completion of the course and receipt of required documentation.

**Attendance Policy:** Participants who arrive to the course after the scheduled start time may not be admitted. To receive continuing education credit for a course, participants must attend the entire scheduled time. Participants who arrive late, leave early or return late from lunch/breaks will not receive continuing education credit. To receive credit, participants cannot miss more than 15 minutes total of instruction. **There is no partial credit issued.**

**Enrollment/Registration Policy:** RUHS-BH Staff should register for this course via COR Learning Management System (<https://corlearning.sumtotal.host>) The enrollment deadline is three (3) business days prior to the course start date (excluding holidays and weekends). All other interested partners, please visit [www.rcdmh.org/wet](http://www.rcdmh.org/wet).

**Cancellation and Refund Policy:** Registration must be cancelled on or before three (3) business days prior to the course start date (excludes holidays and weekends). Riverside University Health System-Behavioral Health does not currently charge fees for continuing education courses or activities sponsored by our agency. Therefore, no refund policy or procedure is currently in affect.

**Grievances:** Please contact Workforce Education and Training at 951-955-7270 for questions or concerns about this activity or facilities, or to request a copy of our grievance policy and procedures. Riverside University Health System-Behavioral Health follows all applicable local, state, and federal standards, including the Americans with Disabilities Act of 1990 (ADA), 42 U .S .C . §§ 12101-12213 (2008).