



THIS WEB CONFERENCE WILL BEGIN SOON

# ONLINE ADVOCACY

TeleHealth, Chat,  
& Text Intervention

Friday, June 19  
10am-12pm PST

**CALCASA**  
CALIFORNIA COALITION  
AGAINST SEXUAL ASSAULT



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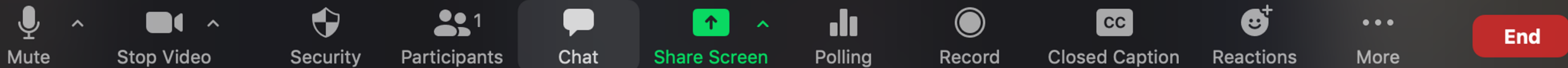
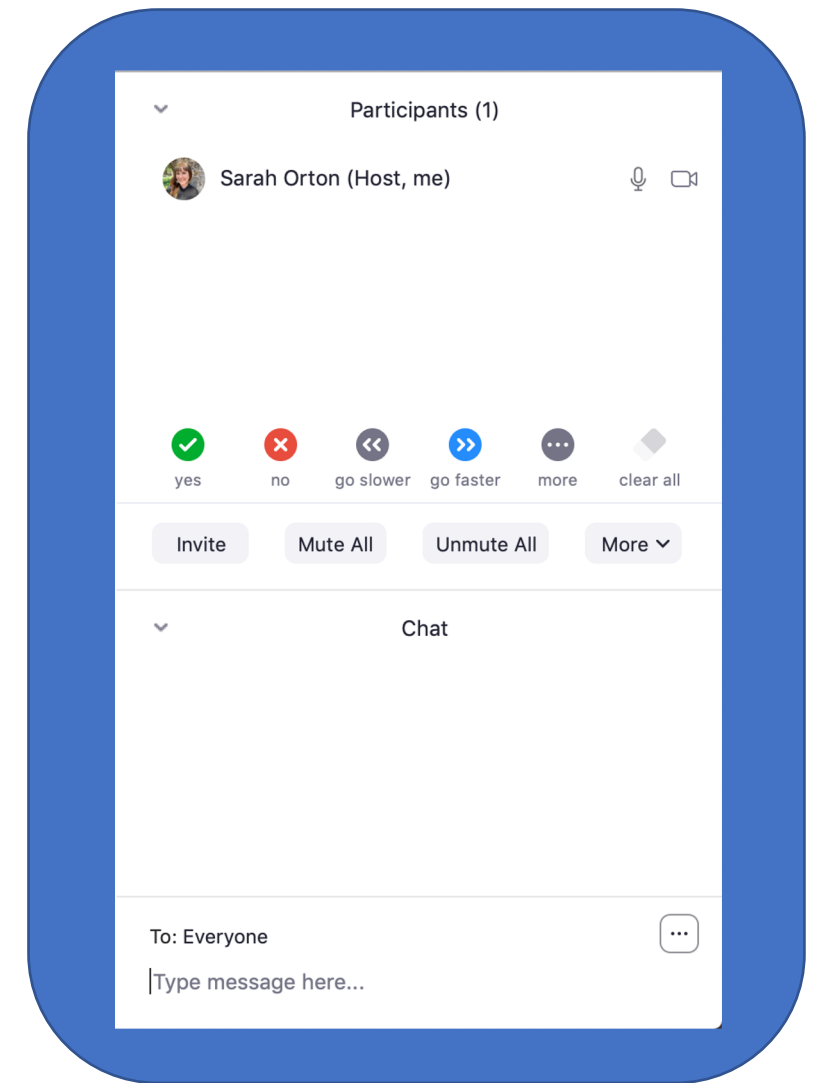


# Upcoming Web Conferences

- June 23: Legal Protections and Help for Immigrant Survivors of Sexual Assault: The Central Role of Advocates and Attorneys
- June 25: Implementing Victim Services in Immigration Detention Facilities
- June 30: Dating Apps and Abuse

# HOW TO USE ZOOM

- ▶ Text chat
- ▶ PowerPoint Slides
- ▶ Polling Questions
- ▶ Phone
- ▶ Closed Captioning
- ▶ Web Conference Guidelines (hand raising)



# MEET THE CALCASA TEAM



Leah Aldridge

Project Manager

California Coalition Against Sexual  
Assault (CALCASA)

she/her/hers



Meghna Bhat

Project Coordinator

California Coalition Against  
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# ON THIS WEB CONFERENCE



Emily Austin  
Legal Consultant  
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# Audience Poll

The poll question will  
appear on your zoom  
window

How ready are you  
personally to expand  
telehealth?

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How ready is your  
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# Learning Objectives

- Define TeleHealth and its best practices
- Explore various TeleHealth modalities (online, text, chat, etc.)
- Learn about protecting confidentiality and privileged conversations while using TeleHealth approaches

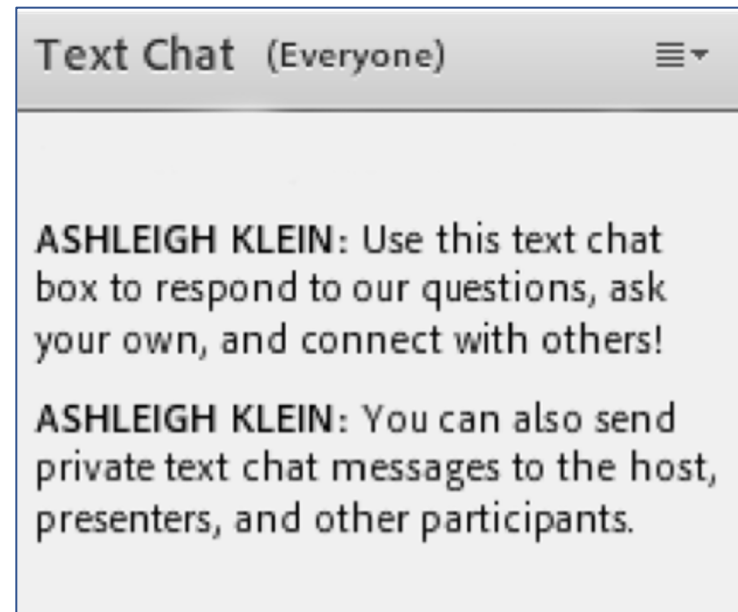
# Overview

1. What is TeleHealth?
2. Why Provide TeleHealth Services?
3. Formats of TeleHealth
4. Confidentiality, Privilege and TeleHealth
5. Best Practices for TeleHealth



What is your experience  
with providing  
TeleHealth?

Use the Text Chat feature to answer  
the question.



# What is TeleHealth?

# TeleHealth is:

- The distribution of health-related services and information via electronic information and telecommunication technologies
- When rural settings, lack of transport, a lack of mobility, decreased funding, a lack of staff, or stay-at-home orders restrict access to care, telehealth may bridge the gap



# TeleHealth includes:

- Telemedicine (diagnosis and treatment of illness or injury)
- Services such as assessment
- Monitoring
- Communications
- Prevention
- Education





Why provide TeleHealth  
services?

# BREAKOUT ROOM:

## Group Discussion

Why should centers provide TeleHealth services to survivors?

What are the challenges and opportunities of TeleHealth?



# Why TeleHealth Services?

- They work
- They increase access to services
- They may lower costs for survivor and agency
- Basic technology needed is widely available



# Why do we need intentional TeleHealth in our work?

- Function during times of crisis and shutdowns
- Address gaps in access to services
- Decrease timeframe for providing services
- Maintain relationships
- Actively protect confidentiality and privileged communications



# Text Chat Question?

What are our experiences  
with TeleHealth and  
technology as an anti-  
sexual assault agency?

# Innovations in TeleHealth—Clinical Insight



# Formats of TeleHealth



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What types of TeleHealth  
is your agency using?

- Video calls, face-to-face
- Online chat or messaging
- Email
- Phone
- Shared files



# Tips for Providing TeleHealth



# Video Calls

- Face to Face
- Conference calls
- **DO NOT** record
- Do check encryption, billing records, and other identifying information
- Do verify the survivor/client



# Online Chat and Messaging



- **Online Chat:** conversations over a online messaging services that is housed in a web browser
  - In real time
  - Check encryption and recording/records created
  - Chat is only recorded in the web browsers window
- **Online Messaging:** conversations over a back and forth messaging application (WhatsApp, iMessage)
  - Can be over a long period of time
  - Check encryption and recording/records created
  - Chat is recorded in both sides of the conversation, each device

# Email

- Email may be more difficult to keep confidential because the communication is saved on both sides of the conversation
- Need to check the encryption and clearing of old emails
- Need a confidentiality provision at the bottom of emails



# Phone

- Oldest form of telehealth
- Remember to check about encryption (more and more phone services are now internet-based)
- Remove history and billing contact information



# Shared files

- Use encryption, password protect, and data security tools
- Time out access to confidential information
- Do not allow sensitive information to be downloaded to personal devices
- Provide employee training on proper use of shared files and protection of confidential information





# 10 MINUTES BREAK

# Confidentiality, Privilege and Telehealth

# Confidentiality, Privilege and Telehealth

- Confidentiality is a general value of sexual assault survivor services (and **required** by Violence Against Women Act and the Victims of Crime Act)
- Privileged communications are communications protected by California state law that prevent disclosure of information
- Organizational policies and protocols need to outline technology protections



# Confidentiality, Privilege and Telehealth

Steps need to be taken to **protect the live stream or communication**

- Encryption
- Not recorded
- Password protected
- Confidential space/room



# Confidentiality, Privilege and Telehealth

## Expectations are set

- Confidential space for both the provider and the client
- Limits of confidentiality are discussed
- Services provided by person who can protect confidentiality and privilege
- Timeframe for getting back to client



# Confidentiality, Privilege and Telehealth

- Need to have a policy and procedure that **outlines how information is protected**
- **Need to actively take steps** to protect information
  - Historically this has been through physical lock and key
  - With technology the protection landscape changes
  - Encryption—emails, texts, exchanges of information



# BREAKOUT ROOM:

## Group Discussion

How do you and your agency actively take steps to protect each of the following forms of technology?

- Phone lines
- Computer files
- Cloud stored information
- Video calls
- Online chat
- Text
- Emails

Is there is a form of technology not included in the above?

# How to Protect:

- Phone lines
- Computer files
- Cloud stored information
- Video calls
- Online chat
- Text
- Emails





# Best Practices

# Best Practices:

- Phone lines
- Computer files
- Cloud stored information
- Video calls
- Online chat
- Text
- Emails



# Best Practices:

- Privacy
- Noise Level
- Visual Distractions
- Lighting
- Clothing
- Eye contact



# Best Practices:

- **Check and ensure protection**
  - Encryption
  - HIPPA/FERPA compliant technology
  - Password protected (and password changed regularly)
- **Organization policy**
  - Includes various forms of technology used at the agency and protocols for use of those technologies
  - Provides frequent training on confidential services



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# SUMMARY:

- It works!
- Can be confidential and protected communication
- Best practices exists
- Can be efficient and affordable



## TELEHEALTH & RESPONDING TO SEXUAL VIOLENCE

### TELEHEALTH OVERVIEW

Telehealth care is the delivery of health-related services and information via electronic information and telecommunication technologies compared to traditional face-to-face in-person health care.<sup>1</sup>

When rural settings, transportation limitations, a lack of mobility, decreased funding, a lack of staff, or stay-at-home orders restrict access to care, telehealth may bridge the gap. In the area of sexual violence response, telehealth care has been used to reach survivors in remote areas, provide ongoing support services when survivors are outside of the community, and provide anonymous help through crisis lines and hotlines.

In changing times and when technological advances have connected so many remote parts of the world, telehealth care is part of the new visioning for the future of health care.

Telehealth care is a large umbrella term that includes various tools and strategies for providing care and support to persons with the use of technology and resource sharing. It includes:

- Telemedicine (diagnosis and treatment of illness or injury)
- Services such as assessment
- Monitoring
- Communications
- Prevention
- Education

For the areas of sexual violence prevention and response, use of technology and remote learning/connection strategies have been in place for a while. Agencies have best practices and protocols in place to insure confidentiality, proper care for records and information, and proper training and supervision of employees through written, in-person, and phone communication. Lessons from the field, especially rural areas who have been using a variety of telehealth care for some time, are critical to appropriate and thoughtful use of telehealth care strategies. The following are an outline of best practice considerations when utilizing telehealth care in agencies that respond to and prevent sexual violence.

Forms of telehealth care reviewed here include phone calls, video conference calls and face-to-face video calls, email, online chat and messaging, sharing files, and social media. This is not an exhaustive list of telehealth platforms but includes the major categories that sexual violence response and prevention agencies use.

This memorandum will provide an overview of general best practices in thoughtful provision of telehealth care, as well as specific considerations for some forms of telehealth care.

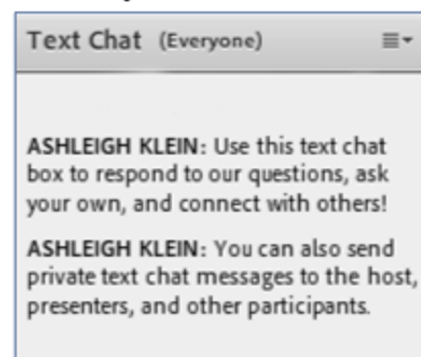
<sup>1</sup> See <https://www.cdc.gov/php/publications/topic/telehealth.html>

# TeleHealth Memorandums



Questions?

Use the Text Chat feature or use the hand raising function to ask questions.





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