Q1 I am a

Answered: 4,430   Skipped: 16
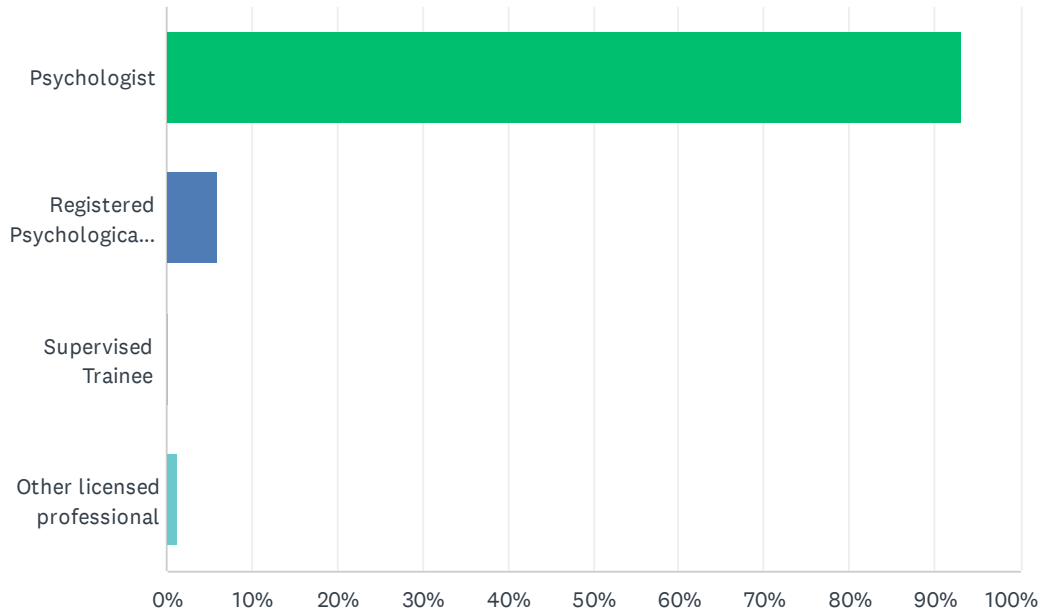
ANSWER CHOICES	RESPONSES	
Psychologist	93.23%	4,130
Registered Psychological Associate	5.98%	265
Supervised Trainee	0.18%	8
Other licensed professional	1.33%	59
Total Respondents: 4,430		

#	OTHER LICENSED PROFESSIONAL	DATE
1	MFT	7/18/2023 5:46 PM
2	psychiatrist member of orange county psychological association	7/17/2023 2:37 PM
3	MFT	7/17/2023 2:08 PM
4	Licensed Marriage Family Therapist	7/17/2023 1:19 PM
5	Lcsw	7/17/2023 12:42 PM
6	Registered Dietitian	7/17/2023 12:02 PM
7	Lcsw lpcc	7/17/2023 10:38 AM
8	Retired psychologist	7/17/2023 10:33 AM
9	Inactive	7/10/2023 9:32 PM
10	I now live in Texas and my CA license is expired.	7/10/2023 7:18 PM
11	PsyD Student post internship but not in post doc yet. I'm also an LMFT.	7/10/2023 5:55 PM

12	PhD LMFT	7/10/2023 5:48 PM
13	psychologist	7/10/2023 12:25 PM
14	Registered Nurse	7/10/2023 10:46 AM
15	MFT	7/8/2023 1:03 PM
16	LMFT	7/4/2023 1:42 PM
17	AMFT	6/30/2023 11:17 AM
18	Licensed marriage family therapist	6/30/2023 5:45 AM
19	Associate Marriage and Family Therapist; Associate Professional Clinical Counselor	6/28/2023 12:27 PM
20	MFT31544	6/27/2023 3:59 PM
21	LCSW	6/27/2023 12:44 PM
22	LMFT	6/27/2023 12:04 PM
23	Licensed Clinical Social Worker	6/27/2023 8:37 AM
24	LMFT	6/27/2023 12:48 AM
25	Lcsw	6/26/2023 11:24 PM
26	LMFT	6/26/2023 11:14 PM
27	LMFT	6/26/2023 9:48 PM
28	LMFT	6/26/2023 9:23 PM
29	LMFT	6/26/2023 9:10 PM
30	lMFT	6/26/2023 8:03 PM
31	LMFT	6/26/2023 7:57 PM
32	LMFT	6/26/2023 7:11 PM
33	LMFT	6/26/2023 6:55 PM
34	while my license is active I am not currently working or providing services.	6/26/2023 6:48 PM
35	I am dually licensed by the BOP and the CA Commission on Teacher Credentialing (for School Psychology)	6/26/2023 5:54 PM
36	Retired former psychologist	6/26/2023 5:33 PM
37	BCBA-D	6/26/2023 5:16 PM
38	Licensed Clinical Social Worker	6/26/2023 4:11 PM
39	MFT	6/26/2023 3:47 PM
40	LMFT, LPCC	6/26/2023 3:22 PM
41	LMFT	6/26/2023 2:52 PM
42	LMFT	6/26/2023 2:47 PM
43	LMFT	6/26/2023 2:27 PM
44	LPCC	6/26/2023 2:25 PM
45	Psychiatrist	6/26/2023 2:12 PM
46	LMFT	6/26/2023 2:08 PM
47	Retired psychologist	6/26/2023 2:07 PM
48	AMFT APCC	6/26/2023 2:04 PM
49	MFT	6/26/2023 1:45 PM

50	LEP	6/26/2023 1:43 PM
51	LMFT	6/26/2023 1:33 PM
52	Marriage & Family Therapist	6/26/2023 1:29 PM
53	LMFT	6/26/2023 1:22 PM
54	LPCC	6/26/2023 1:13 PM
55	LCSW	6/26/2023 1:08 PM
56	Mft	6/26/2023 1:05 PM
57	Licensed Marriage & Family Therapist	6/26/2023 12:59 PM
58	LMFT	6/26/2023 12:57 PM
59	MFT and LEP	6/26/2023 12:44 PM

Q2 In which California county do you provide psychological services (check all that apply)?
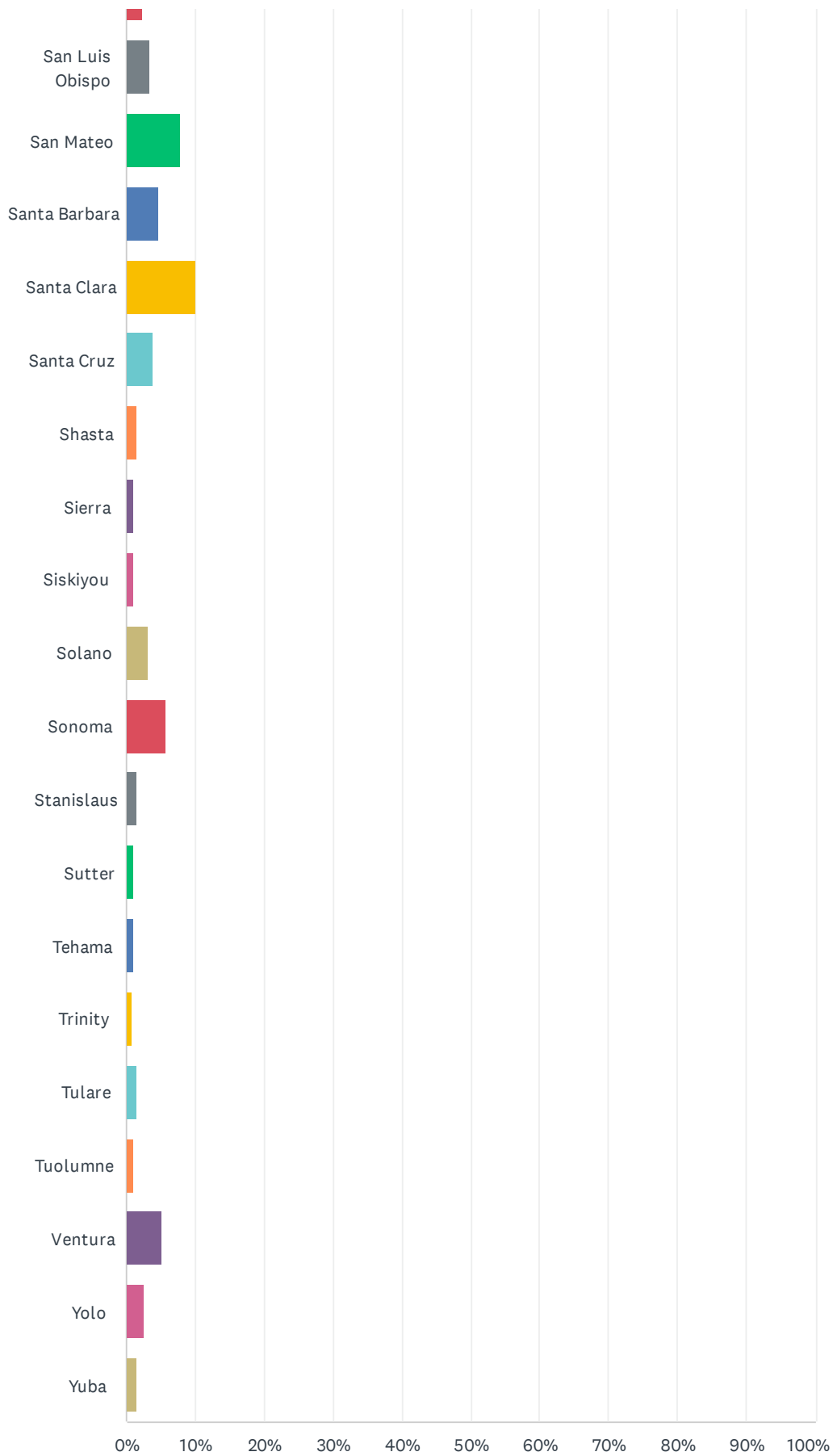
Answered: 4,329   Skipped: 117
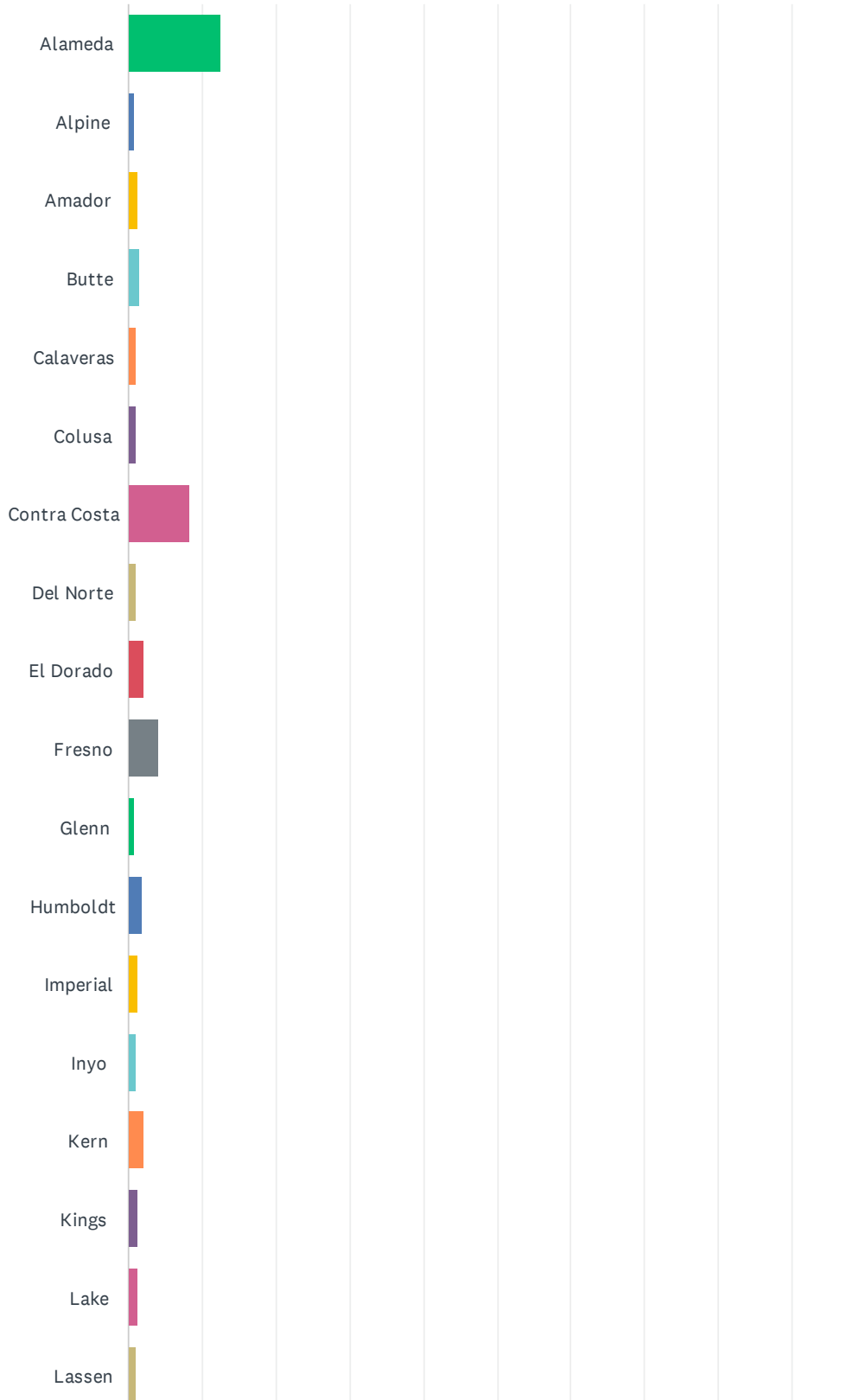
Board of Psychology Telehealth Barriers - Providers
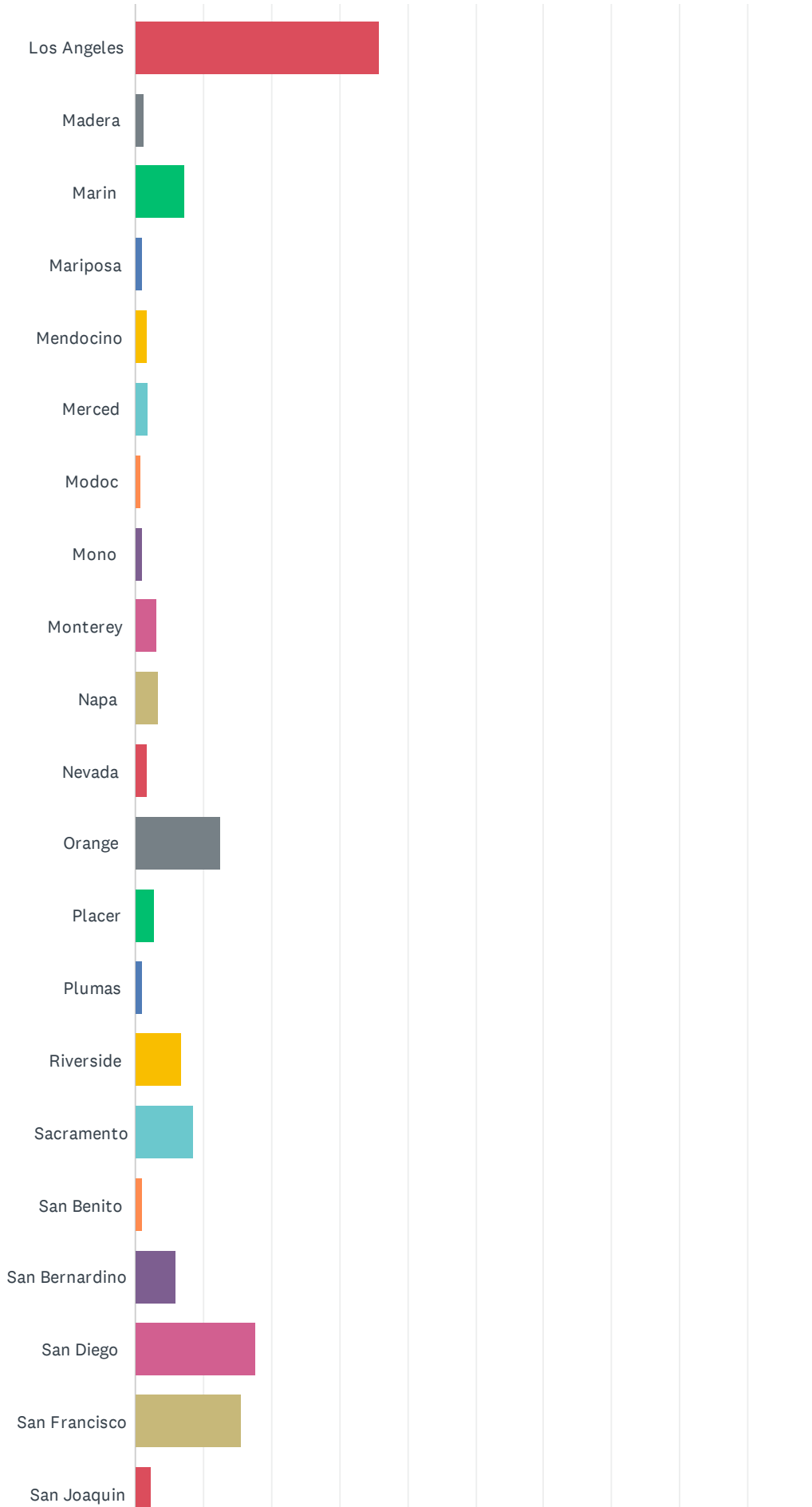
Board of Psychology Telehealth Barriers - Providers

Board of Psychology Telehealth Barriers - Providers

ANSWER CHOICES	RESPONSES	
Alameda	12.61%	546
Alpine	0.85%	37
Amador	1.22%	53
Butte	1.55%	67
Calaveras	1.02%	44
Colusa	1.02%	44
Contra Costa	8.34%	361
Del Norte	0.99%	43
El Dorado	2.15%	93
Fresno	4.07%	176
Glenn	0.90%	39
Humboldt	1.89%	82
Imperial	1.29%	56
Inyo	0.97%	42
Kern	2.22%	96
Kings	1.18%	51
Lake	1.29%	56
Lassen	1.02%	44
Los Angeles	35.87%	1,553
Madera	1.32%	57
Marin	7.32%	317
Mariposa	1.13%	49
Mendocino	1.73%	75
Merced	1.92%	83
Modoc	0.90%	39
Mono	1.04%	45
Monterey	3.30%	143
Napa	3.40%	147
Nevada	1.76%	76
Orange	12.50%	541
Placer	2.84%	123
Plumas	1.06%	46

Riverside	6.77%	293
Sacramento	8.62%	373
San Benito	0.97%	42
San Bernardino	5.87%	254
San Diego	17.74%	768
San Francisco	15.62%	676
San Joaquin	2.26%	98
San Luis Obispo	3.44%	149
San Mateo	7.85%	340
Santa Barbara	4.71%	204
Santa Clara	10.07%	436
Santa Cruz	3.77%	163
Shasta	1.52%	66
Sierra	0.99%	43
Siskiyou	1.04%	45
Solano	3.14%	136
Sonoma	5.68%	246
Stanislaus	1.55%	67
Sutter	1.11%	48
Tehama	1.02%	44
Trinity	0.90%	39
Tulare	1.48%	64
Tuolumne	1.06%	46
Ventura	5.22%	226
Yolo	2.47%	107
Yuba	1.46%	63
Total Respondents: 4,329		

Q3 Do you now or have you ever provided telehealth services?

Answered: 4,432   Skipped: 14
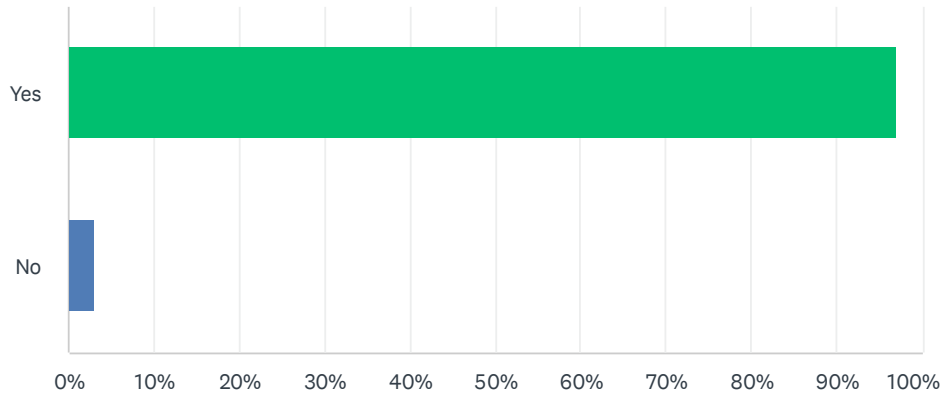
ANSWER CHOICES	RESPONSES	
Yes	97.00%	4,299
No	3.00%	133
TOTAL		4,432

Q4 If Yes to Question 3 – what percentage of your work is conducted via telehealth?

Answered: 4,268   Skipped: 178
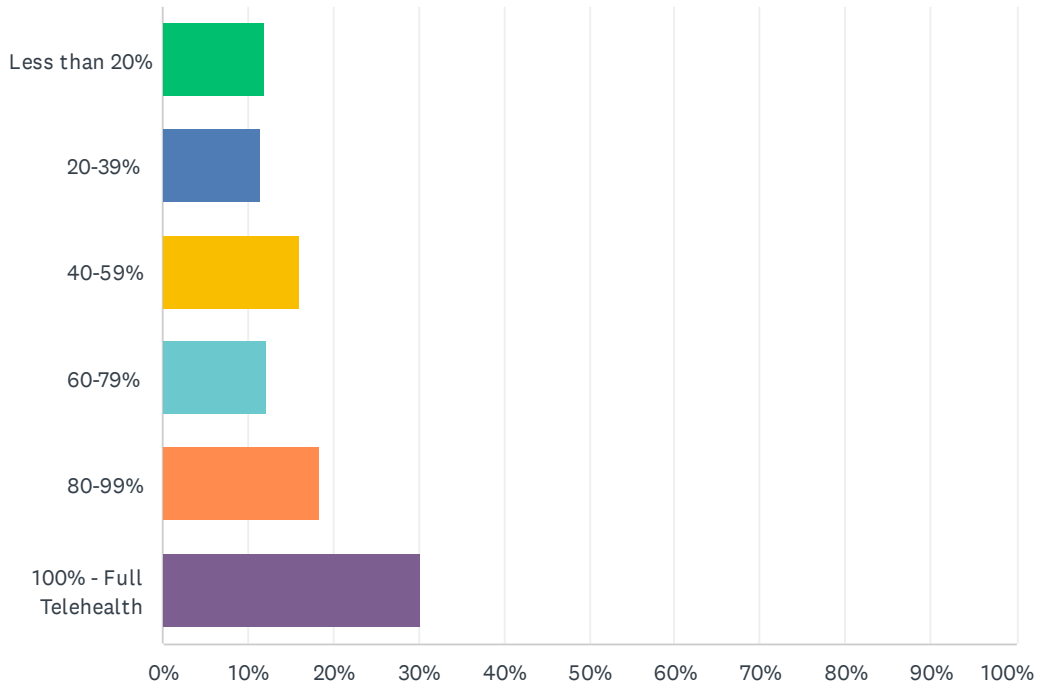
ANSWER CHOICES	RESPONSES	
Less than 20%	11.86%	506
20-39%	11.41%	487
40-59%	15.91%	679
60-79%	12.21%	521
80-99%	18.30%	781
100% - Full Telehealth	30.32%	1,294
TOTAL		4,268

Q5 What are the technical barriers to telehealth that you have observed in your practice?

Answered: 3,606   Skipped: 840

ANSWER CHOICES	RESPONSES	
Broadband Access (e.g., internet speed, please specify)	59.87%	2,159
Selected Telehealth Platform (please list any software which has been a barrier)	33.22%	1,198
Hardware/Computer Support (computer specifications, access to cameras or audio equipment, etc.)	31.00%	1,118
Other (please specify or type "none")	53.00%	1,911

#	BROADBAND ACCESS (E.G., INTERNET SPEED, PLEASE SPECIFY)	DATE
1	Internet service slowing down or failing during appointments	7/24/2023 8:08 AM
2	Occasional lagging internet connection	7/24/2023 8:08 AM
3	None	7/24/2023 7:58 AM
4	internet speed	7/23/2023 9:25 PM
5	uncertain of the issue; client internet connections and equipment ... phones, pads, laptops	7/23/2023 5:45 PM
6	internet drops	7/23/2023 5:18 PM
7	Internet speed,	7/23/2023 12:50 PM
8	Sometimes there is a connectivity issue. Happened rarely though	7/23/2023 8:39 AM
9	Speed--I had to pay to upgrade	7/22/2023 10:25 PM
10	Choppy connections from clients occasionally	7/22/2023 7:23 PM
11	occasional lag or disruption in internet, but able to switch to hotspot	7/22/2023 4:55 PM
12	Occasional glitches-provider related	7/22/2023 2:01 PM
13	Poor connection at times	7/22/2023 11:30 AM
14	Internet connection (lagging/freezing) from patients, not having proper access	7/22/2023 11:14 AM
15	Strong internet access for individuals in outlying areas.	7/22/2023 9:54 AM
16	Internet speed is not fast enough, which causes freezing of video and audio	7/22/2023 7:54 AM
17	Clients internet speed	7/22/2023 7:33 AM
18	Occasional loss of audio	7/22/2023 6:53 AM
19	internet connection can be unstable/unpredictable	7/21/2023 3:53 PM
20	Internet Speed, Privacy	7/21/2023 3:25 PM
21	Spotty internet or limited access	7/21/2023 3:10 PM
22	Internet speed would often lag, causing issues in the session.	7/21/2023 1:48 PM
23	Connection speed sometimes	7/21/2023 12:05 PM
24	Losing internet connection during a session	7/21/2023 8:01 AM
25	Intermittent internet access that disrupts a session	7/21/2023 7:14 AM
26	Internet issues (poor cell reception), Internet outages/slow Internet speed	7/21/2023 7:00 AM

27	Client internet speed, frontier	7/21/2023 6:54 AM
28	Variable	7/20/2023 10:40 PM
29	internet connection	7/20/2023 5:37 PM
30	The connection works better on a laptop/computer or even a ipad vs. a phone. Internet connection is less reliable for those in apartments or their work given the internet strength. Sometimes they need to go to their car for a private space and the internet connection is less reliable.	7/20/2023 4:03 PM
31	on occasion, from patient's end	7/20/2023 3:27 PM
32	Lagging or glitches	7/20/2023 3:24 PM
33	minor technical disruptions - internet out temporarily	7/20/2023 3:18 PM
34	patient's slow internet speed	7/20/2023 12:55 PM
35	Sometimes clients do not have fast enough internet for high quality and consistent video conferencing.	7/20/2023 12:25 PM
36	internet speed	7/20/2023 12:07 PM
37	None	7/20/2023 11:29 AM
38	Internet speed	7/20/2023 10:02 AM
39	Internet speed	7/20/2023 9:21 AM
40	Fastest speed available from xfinity	7/20/2023 9:09 AM
41	Internet	7/20/2023 7:36 AM
42	Internet speed	7/20/2023 6:14 AM
43	ATT	7/19/2023 11:28 PM
44	None	7/19/2023 9:35 PM
45	occasional temporary problems	7/19/2023 5:58 PM
46	A couple clients have spotty Wi-Fi but otherwise not an issue with most	7/19/2023 5:19 PM
47	yes, Im in a rural area	7/19/2023 4:26 PM
48	None	7/19/2023 3:36 PM
49	None	7/19/2023 3:23 PM
50	families often use smart phones, which are not as good as a real camera.	7/19/2023 3:07 PM
51	none	7/19/2023 2:13 PM
52	Speed for both self and client makes video calls difficult	7/19/2023 11:44 AM
53	no access to WiFi in a private setting, inadequate access through smartphone	7/19/2023 9:28 AM
54	Clients may have low bandwith causing slow, delayed, or lagging video.	7/19/2023 9:19 AM
55	This is most often the case, but only happens probably 15-20%of the time	7/19/2023 2:49 AM
56	Occasional problems with access mostly a frozen screen	7/19/2023 12:12 AM
57	don't know details, only that 2 people would like to have done tele, but did't have good access	7/19/2023 12:03 AM
58	None	7/18/2023 10:40 PM
59	Internet connection	7/18/2023 10:37 PM
60	N/a	7/18/2023 10:25 PM
61	None	7/18/2023 9:59 PM
62	Issues with internet speed and connection	7/18/2023 9:07 PM

63	Inconsistent internet speed	7/18/2023 8:29 PM
64	occasional slower internet speed	7/18/2023 6:26 PM
65	Internet speed on my and the client's computer	7/18/2023 5:27 PM
66	This has been an issue in some cases	7/18/2023 4:29 PM
67	None	7/18/2023 3:58 PM
68	Slow or freezing at times	7/18/2023 3:41 PM
69	Weather sometimes affects ability to connect	7/18/2023 3:34 PM
70	telephone is the most reliable form of support.	7/18/2023 1:56 PM
71	Internet Speed	7/18/2023 1:34 PM
72	internet speed or outages	7/18/2023 1:27 PM
73	Freeze, sound problems, delays starting sessions	7/18/2023 1:17 PM
74	internet problems	7/18/2023 1:16 PM
75	Internet speed, elderly patient challenges with technology	7/18/2023 1:12 PM
76	Glitching often depending on the clients connection	7/18/2023 1:05 PM
77	gettig both parties online simultaneously/computer program idiosyncracies	7/18/2023 12:43 PM
78	none	7/18/2023 12:40 PM
79	Internet speed, wifi connectivity issues	7/18/2023 12:27 PM
80	Power outages in northern Cali	7/18/2023 12:03 PM
81	Some clients have unstable internet at times.	7/18/2023 11:46 AM
82	Rare Internet outages	7/18/2023 11:46 AM
83	Ironically since moving out of SF, my wifi hasbeen better, but it is costly ($130-150 per month) but it is more consistent now	7/18/2023 11:06 AM
84	clients internet connection	7/18/2023 10:49 AM
85	Rarely, but sometimes inconsistent broadband in this rural area.	7/18/2023 10:49 AM
86	internet speed and location of patient	7/18/2023 10:47 AM
87	Internet speed creates connection difficulties.	7/18/2023 10:22 AM
88	previously speed but Spectrum has upgraded and not a problem now	7/18/2023 10:21 AM
89	internet speed	7/18/2023 10:07 AM
90	Secure, reliable Connectivity on both my and patients ends can be difficult	7/18/2023 10:06 AM
91	none	7/18/2023 9:51 AM
92	internet speed and stability of connection	7/18/2023 9:37 AM
93	loosing connection	7/18/2023 9:26 AM
94	yes	7/18/2023 8:51 AM
95	From time to time there are barriers related to connectivity, delayed audio, pixelation, or poor wifi connection which leads to a dropped call.	7/18/2023 8:41 AM
96	internet speed	7/18/2023 8:27 AM
97	N/A	7/18/2023 7:57 AM
98	1000 gb	7/18/2023 7:49 AM
99	some issued but resolved with changing internet providers	7/18/2023 7:48 AM

100	inconsistent service (lagging, disconnection, etc.)	7/18/2023 7:45 AM
101	for some clients	7/18/2023 7:35 AM
102	quality of internet	7/18/2023 7:30 AM
103	Internet connectivity	7/18/2023 7:28 AM
104	Internet speed and strength	7/18/2023 7:07 AM
105	none	7/18/2023 7:02 AM
106	Video freezing.	7/18/2023 6:48 AM
107	Occasional connectivity related disruptions	7/18/2023 5:41 AM
108	WiFi connectivity can be interrupted occasionally, which interrupts the session briefly, usually WiFi will reconnect quickly on its own, although sometimes need to wait a bit	7/18/2023 2:59 AM
109	rare but rolling blackouts in LA, during summer, causing internet to shut down	7/18/2023 1:28 AM
110	Speed can be spotty	7/18/2023 12:11 AM
111	internet not reliable, run out of data on phone	7/17/2023 11:45 PM
112	internet speed and poor wifi connections	7/17/2023 11:40 PM
113	Internet	7/17/2023 11:15 PM
114	Access to internet speed for patients	7/17/2023 11:11 PM
115	sometimes internet speed is poor or power outages occur	7/17/2023 11:04 PM
116	Solid, reliable internet connection with no interruptions.	7/17/2023 10:39 PM
117	internet speed that varies which disrupts communication	7/17/2023 10:24 PM
118	Internet inconsistency	7/17/2023 9:50 PM
119	Broadband and Internet access	7/17/2023 9:47 PM
120	Internet cuts out momentarily during session calls	7/17/2023 9:41 PM
121	poor connection	7/17/2023 9:30 PM
122	Anytime the internet goes down or is spotty, calls get lost; this is critically important in the middle of a therapy session, particularly if there's any clinical risk	7/17/2023 9:23 PM
123	Some elders have difficulty with accessing the internet.	7/17/2023 9:10 PM
124	This is true for patients with poor internet access	7/17/2023 8:56 PM
125	Internet access for clients	7/17/2023 8:50 PM
126	AT&T internet speed varies during the day in my building. Sometimes power outage.	7/17/2023 8:49 PM
127	Have had a couple issues with client internet being slow or limiting.	7/17/2023 8:30 PM
128	Lower income, lower education patients	7/17/2023 8:21 PM
129	If the internet goes down, that's it for care until it's fixed. You also need a very strong connection	7/17/2023 8:17 PM
130	Inconsistent internet service, especially during peak hours	7/17/2023 8:09 PM
131	often clients do not have a reliable internet	7/17/2023 8:05 PM
132	Connection difficulty	7/17/2023 8:01 PM
133	Internet connection	7/17/2023 7:54 PM
134	Patients having poor connectivity	7/17/2023 7:53 PM
135	internet speed	7/17/2023 7:44 PM
136	Lack of connectivity. Will resolve by switching to telephone, if necessary	7/17/2023 7:42 PM

137	None	7/17/2023 7:41 PM
138	Internet connection	7/17/2023 7:31 PM
139	Generally, no problems. Occasionally, a client will need to log out and log back in.	7/17/2023 7:30 PM
140	uneven broadband service; moments in the session where communication is temporarily lost	7/17/2023 7:30 PM
141	Internet overload in households with multiple people working from client's home; inconsistent internet	7/17/2023 7:28 PM
142	Pay for high speed internet so no issue	7/17/2023 7:25 PM
143	Unstable connection, speed	7/17/2023 7:07 PM
144	Internet problems	7/17/2023 6:53 PM
145	Internet going down	7/17/2023 6:45 PM
146	sometimes the sessions just stop and I have to redial my clients	7/17/2023 6:38 PM
147	Power outages impact my work online	7/17/2023 6:32 PM
148	No problems really	7/17/2023 6:32 PM
149	Patient access to appropriate internet speed	7/17/2023 6:32 PM
150	connection speed	7/17/2023 6:09 PM
151	none	7/17/2023 6:05 PM
152	access varies	7/17/2023 5:47 PM
153	NO	7/17/2023 5:41 PM
154	Internet connection	7/17/2023 5:36 PM
155	Sometimes clients don't have good connections	7/17/2023 5:31 PM
156	Internet speed	7/17/2023 5:28 PM
157	Stability of internet	7/17/2023 5:27 PM
158	when either my home or office loses internet connectivity	7/17/2023 5:26 PM
159	Some client have slow or no access.	7/17/2023 5:25 PM
160	n/a	7/17/2023 5:12 PM
161	Patient wifi/cell service can be inconsistent	7/17/2023 5:00 PM
162	slow or dysfunctional internet	7/17/2023 4:58 PM
163	internet speed	7/17/2023 4:54 PM
164	internet connection	7/17/2023 4:38 PM
165	telehealth provider in the country with slow internet	7/17/2023 4:37 PM
166	Slow speed, occasional outage	7/17/2023 4:32 PM
167	Sometimes, the clients internet broadband/speed is not good	7/17/2023 4:23 PM
168	No problem. Telephone only at this time	7/17/2023 4:12 PM
169	stable access and speed more a factor and more on the client side.	7/17/2023 4:07 PM
170	Slow internet speeds and freezing	7/17/2023 4:03 PM
171	Internet in accessibility un reliability for clients	7/17/2023 4:01 PM
172	poor Internet coverage by clients	7/17/2023 4:00 PM
173	some clients have slow internet speeds	7/17/2023 3:58 PM

174	Sometimes but rarely now	7/17/2023 3:51 PM
175	Some clients need to do their sessions out of the house and then a reliable internet connection can be spotty	7/17/2023 3:43 PM
176	Glitches	7/17/2023 3:40 PM
177	sometimes it cuts out	7/17/2023 3:38 PM
178	occasional delays in wifi connection	7/17/2023 3:33 PM
179	Internet unreliable despite high quality internet	7/17/2023 3:29 PM
180	unstable internet connection	7/17/2023 3:26 PM
181	its slow	7/17/2023 3:06 PM
182	Transmission drops	7/17/2023 3:05 PM
183	none	7/17/2023 2:58 PM
184	Internet freezing	7/17/2023 2:57 PM
185	Patient's access isn't always good/	7/17/2023 2:54 PM
186	internet speed	7/17/2023 2:48 PM
187	Sometimes patients' internet connection may be poor or inconsistent.	7/17/2023 2:48 PM
188	Wi-Fi interruptions, SimplePractice video issues	7/17/2023 2:46 PM
189	occasionally	7/17/2023 2:39 PM
190	Internet access sometimes for some people	7/17/2023 2:37 PM
191	Just general connectivity issues	7/17/2023 2:33 PM
192	some people privacy issues on client side	7/17/2023 2:33 PM
193	Some patients have poor internet speed	7/17/2023 2:28 PM
194	Internet availability/speed	7/17/2023 2:27 PM
195	Internet speed	7/17/2023 2:26 PM
196	Power outages	7/17/2023 2:24 PM
197	Sometimes access is slow for clients	7/17/2023 2:21 PM
198	Some	7/17/2023 2:20 PM
199	None	7/17/2023 2:15 PM
200	some internet issues: freezing	7/17/2023 2:14 PM
201	Internet speed and wifi speed has been a marginal problem, sometimes on my end, sometimes on the client's end, but generally, the vast majority of the time, the connection is good.	7/17/2023 2:12 PM
202	Internet stability	7/17/2023 2:10 PM
203	none	7/17/2023 2:01 PM
204	Internet consistency	7/17/2023 1:57 PM
205	unreliable internet	7/17/2023 1:57 PM
206	Inconsistent internet connections	7/17/2023 1:55 PM
207	Speed	7/17/2023 1:55 PM
208	Some patients have internet access that is unstable, thus leading to a shift toward phone sessions.	7/17/2023 1:53 PM
209	none	7/17/2023 1:49 PM
210	occasionally speed issues	7/17/2023 1:49 PM

211	Slow Internet speed, intermittent connection.	7/17/2023 1:46 PM
212	Poor connection on some occassoins revert to telephone.	7/17/2023 1:43 PM
213	Wifi Access broadband speed	7/17/2023 1:43 PM
214	Many providers on the same network at once slows the internet speed- this is specific to my work site	7/17/2023 1:41 PM
215	variability in sound and audio functioning	7/17/2023 1:38 PM
216	none	7/17/2023 1:29 PM
217	Speed - At times during peak hours connection is a problem and qualify of the video	7/17/2023 1:29 PM
218	less than 15% of the time, have problem with internet	7/17/2023 1:27 PM
219	Occasional tech and internet issues	7/17/2023 1:24 PM
220	Internet speed,	7/17/2023 1:24 PM
221	Internet speed (of client)	7/17/2023 1:22 PM
222	Internet speed	7/17/2023 1:21 PM
223	yes	7/17/2023 1:20 PM
224	sometimes internet is spotty on either party's end.	7/17/2023 1:20 PM
225	somtimes	7/17/2023 1:19 PM
226	Internet speed,	7/17/2023 1:12 PM
227	Internet connection at times, but rare	7/17/2023 1:11 PM
228	Pt/PhD connectivity	7/17/2023 1:11 PM
229	Internet speed	7/17/2023 1:09 PM
230	Occasional problems with slow internet or poor connections, freezing/abrupt ends of calls	7/17/2023 1:09 PM
231	Internet reliability	7/17/2023 1:08 PM
232	Internet speed on the clients side	7/17/2023 1:07 PM
233	internet speed	7/17/2023 1:06 PM
234	Internet Speed/Connection	7/17/2023 1:06 PM
235	none	7/17/2023 1:03 PM
236	slow internet, disrupted connection during sessions	7/17/2023 1:00 PM
237	Rare wifi outages	7/17/2023 12:57 PM
238	Obviously there are times when wife is spotty. That makes it very difficult.	7/17/2023 12:57 PM
239	Occasionally my internet has gone down and I have to call a client	7/17/2023 12:56 PM
240	dropped calls are common, some clients have low bandwidth that makes having both picture and audio challenging	7/17/2023 12:55 PM
241	Internet speed	7/17/2023 12:52 PM
242	I use Doxy.me - occassionally it is unstable (usually because the client's web network is unstable. On a very few occassions I had to complete sessions by phone.	7/17/2023 12:50 PM
243	Second most problematic	7/17/2023 12:47 PM
244	Internet speed, webcam connection	7/17/2023 12:47 PM
245	Connection quality, consistency	7/17/2023 12:47 PM
246	Internet has frequent interruptions	7/17/2023 12:46 PM

247	no problems for me or the clients	7/17/2023 12:45 PM
248	internet speed and on occasion, internet access	7/17/2023 12:44 PM
249	connection inconsistent based on the area of the practice	7/17/2023 12:44 PM
250	Some of my rural patients have difficulty with video call, and so our calls are audio only.	7/17/2023 12:41 PM
251	internet connection	7/17/2023 12:40 PM
252	Internet speed	7/17/2023 12:38 PM
253	I have not seen this as an issue for therapy, supervision or consultation. At least, not a significant issue.	7/17/2023 12:33 PM
254	Internet speed, wifi signal and interference from other wifi signals on either end	7/17/2023 12:33 PM
255	Glitchy at times	7/17/2023 12:32 PM
256	Have to really make sure internet is solid - be directly connected to modem with ethernet cable.	7/17/2023 12:32 PM
257	rural areas have limited access	7/17/2023 12:31 PM
258	SLOW SPEED	7/17/2023 12:31 PM
259	When done on phone, dropped calls	7/17/2023 12:30 PM
260	Occasionally internet speed breaks down	7/17/2023 12:29 PM
261	None	7/17/2023 12:26 PM
262	Spotty service for some patients	7/17/2023 12:25 PM
263	occasional connection disruptions can cause lags or pixelated image.	7/17/2023 12:23 PM
264	Slow internet speed	7/17/2023 12:22 PM
265	some connection challenges (frozen screen, delay in picture or voice)	7/17/2023 12:21 PM
266	Sometimes difficult to maintain sufficient internet speed	7/17/2023 12:20 PM
267	occasional interruptions due to low bandwidth	7/17/2023 12:18 PM
268	Clients have poor internet connection, sometimes the company HIPAA compliant web platform is down, some computers don't allow access to web platform so clients have to join from phone and it glitches if someone calls or texts them during session, older clients struggle with technology	7/17/2023 12:17 PM
269	Internet speed + access to privacy	7/17/2023 12:16 PM
270	Occasionally/can usually connect a different way	7/17/2023 12:16 PM
271	Those who are houseless or can't afford it have trouble with this. Also some rural individuals have poor to low connection.	7/17/2023 12:16 PM
272	Internet interruptions	7/17/2023 12:12 PM
273	Internet speed on both ends	7/17/2023 12:11 PM
274	poor wifi access	7/17/2023 12:07 PM
275	Patient internet connection	7/17/2023 12:06 PM
276	I have to pay for more expensive service and a Mesh network to ensure adequate signal in the area of my home where I have privacy to perform services.	7/17/2023 12:06 PM
277	Internet speed, or connectivity, usually on the clients side can impact video portion	7/17/2023 12:05 PM
278	Early on, internet speed	7/17/2023 12:04 PM
279	Internet speed	7/17/2023 12:04 PM
280	Not having access to internet has impacted, but I was able to trouble shoot.	7/17/2023 12:03 PM

281	spotty internet	7/17/2023 12:02 PM
282	internet speed, cellular service	7/17/2023 12:01 PM
283	Sometimes but rare	7/17/2023 12:00 PM
284	Yes	7/17/2023 12:00 PM
285	Internet speed of my clients	7/17/2023 11:59 AM
286	Sometimes the connections are poor.	7/17/2023 11:59 AM
287	Internet speed (usually the client's internet; I have upgraded to higher tier internet to try to minimize barriers)	7/17/2023 11:57 AM
288	patients trying to use their phones	7/17/2023 11:57 AM
289	Depending on what the Client is using it can be challenging to stay connected. If there is a internet outage on my end I have to reschedule clients or offer phone or in person sessions.	7/17/2023 11:57 AM
290	Varying internet speeds, despite good bandwidth packages	7/17/2023 11:53 AM
291	Unreliable	7/17/2023 11:53 AM
292	Internet speed and cell reception issues	7/17/2023 11:50 AM
293	Clients having low connection	7/17/2023 11:46 AM
294	Internet connection	7/17/2023 11:45 AM
295	Broken connection, freezing screen, etc.	7/17/2023 11:45 AM
296	occasional internet speed issues with myself or my patient	7/17/2023 11:45 AM
297	Internet speed or quality of connection from both parties (I.e. lagging, freezing, call dropping)	7/17/2023 11:44 AM
298	some calls freezing. Usually work with client to fix them. not a problem.	7/17/2023 11:44 AM
299	Poor internet speed	7/17/2023 11:41 AM
300	internet speed	7/17/2023 11:41 AM
301	Internet stability	7/17/2023 11:41 AM
302	Internet speed (usually client/patient)	7/17/2023 11:37 AM
303	Patient connectivity/internet speed, patient access to devices	7/17/2023 11:35 AM
304	Internet speed can create lags in audio/visual, which can disrupt sessions.	7/17/2023 11:34 AM
305	High speed	7/17/2023 11:34 AM
306	Internet speed at times	7/17/2023 11:33 AM
307	Internet speed and video is glitchy	7/17/2023 11:32 AM
308	Some Clieents have poor internet.	7/17/2023 11:32 AM
309	sometimes spotty	7/17/2023 11:30 AM
310	internet connection needs to be strong	7/17/2023 11:30 AM
311	Occasionally Internet speed is an issue for video conferencing. Informed consent specifies that if Internet speed becomes an issue any given day that the session can continue via phone call.	7/17/2023 11:29 AM
312	internet speed	7/17/2023 11:28 AM
313	Internet	7/17/2023 11:27 AM
314	Internet signal drops	7/17/2023 11:26 AM
315	reliable connection sometimes	7/17/2023 11:26 AM
316	Sometimes internet spotty	7/17/2023 11:25 AM

317	Internet speed	7/17/2023 11:24 AM
318	Some disruptions in service	7/17/2023 11:22 AM
319	rarely	7/17/2023 11:22 AM
320	poor coverage (delays, interruptions, etc)	7/17/2023 11:21 AM
321	connectivity issues occasionally	7/17/2023 11:20 AM
322	Power outages in my area, so getting a storage battery to mitigate.	7/17/2023 11:20 AM
323	Internet speed, lagging, frozen, dropped calls	7/17/2023 11:19 AM
324	some problem with speed in this area	7/17/2023 11:19 AM
325	hard wired devices	7/17/2023 11:19 AM
326	N/A	7/17/2023 11:18 AM
327	yes, sometimes the connection is not very good	7/17/2023 11:17 AM
328	Internet speed, stable Wi-Fi connectivity	7/17/2023 11:17 AM
329	occasionally	7/17/2023 11:17 AM
330	None	7/17/2023 11:17 AM
331	in the office the WiFi can be spotty. at home it's fine	7/17/2023 11:16 AM
332	Sometimes 5% of time there can be lags	7/17/2023 11:15 AM
333	Broadband access	7/17/2023 11:13 AM
334	WiFi stability	7/17/2023 11:12 AM
335	Internet Outages	7/17/2023 11:12 AM
336	up/down time, usually on the client end; also their technological know-how	7/17/2023 11:12 AM
337	clients have spotty internet	7/17/2023 11:11 AM
338	sometimes; I only can get DSL in my office	7/17/2023 11:10 AM
339	Internet speed	7/17/2023 11:09 AM
340	att	7/17/2023 11:09 AM
341	Internet speed	7/17/2023 11:08 AM
342	My virtual practice is in North Caro. and is 3 years old	7/17/2023 11:07 AM
343	internet speed and video quality can be poor	7/17/2023 11:06 AM
344	Sometimes the internet in the area can be unstable, but generally this is a infrequent issue.	7/17/2023 11:06 AM
345	Internet reliability, especially for clients	7/17/2023 11:05 AM
346	frozen screens at times, necessitating restarting	7/17/2023 11:04 AM
347	none	7/17/2023 11:03 AM
348	Currently not because I do a hybrid eval in office but when I was doing telehealth to patients home at beginning of pandemic this was a problem for patients.	7/17/2023 11:03 AM
349	Internet strength	7/17/2023 11:01 AM
350	Internet speed particularly for low-income areas	7/17/2023 11:01 AM
351	Internet speed	7/17/2023 11:00 AM
352	Unstable Internet	7/17/2023 11:00 AM
353	Internet outages out of our control	7/17/2023 10:59 AM
354	My patients' internet speed, sometimes	7/17/2023 10:57 AM

355	Internet speed at times	7/17/2023 10:57 AM
356	infrequent disruption in services	7/17/2023 10:57 AM
357	Sometimes my internet or the patient's internet can be too slow or disruptive to the call in some way, whether it's freezing or dropping the call	7/17/2023 10:56 AM
358	Internet rarely though	7/17/2023 10:55 AM
359	none	7/17/2023 10:55 AM
360	internet stability	7/17/2023 10:55 AM
361	Freezing and internet speed disruptions	7/17/2023 10:55 AM
362	Wi-Fi access is limited (jail setting)	7/17/2023 10:55 AM
363	connection stability through AT&T	7/17/2023 10:55 AM
364	Internet access in our rural area	7/17/2023 10:54 AM
365	None	7/17/2023 10:54 AM
366	None	7/17/2023 10:53 AM
367	occasional blips in the internet	7/17/2023 10:53 AM
368	slow internet speed or poor signal when throttled	7/17/2023 10:53 AM
369	Stable internet connection for all participants	7/17/2023 10:51 AM
370	Some spotty access with some clients	7/17/2023 10:51 AM
371	Not many difficult reception at times	7/17/2023 10:51 AM
372	Patients with poor access	7/17/2023 10:50 AM
373	Internet speed and reliability	7/17/2023 10:50 AM
374	Connectivity issues are largely the biggest barriers for Telehealth	7/17/2023 10:50 AM
375	Services in rural placer county are poor	7/17/2023 10:49 AM
376	None	7/17/2023 10:49 AM
377	No	7/17/2023 10:48 AM
378	Poor cellphone reception (for clients using mobile devices)	7/17/2023 10:48 AM
379	Internet speed/quality	7/17/2023 10:48 AM
380	Choppy service. Occasional resets.	7/17/2023 10:47 AM
381	internet consistency in rural locations	7/17/2023 10:47 AM
382	spotty connections	7/17/2023 10:46 AM
383	Internet speed; internet interruptions	7/17/2023 10:45 AM
384	internet speed because of the company, I have to broadband I can purchase	7/17/2023 10:45 AM
385	None	7/17/2023 10:44 AM
386	internet speed	7/17/2023 10:44 AM
387	better now	7/17/2023 10:44 AM
388	Clients sometimes have low bandwidth	7/17/2023 10:43 AM
389	Client acccess (not mine)	7/17/2023 10:43 AM
390	disrupted internet	7/17/2023 10:42 AM
391	none	7/17/2023 10:42 AM
392	Sometimes internet glitches	7/17/2023 10:42 AM

393	Do not have internet at both offices	7/17/2023 10:42 AM
394	Rarely an issue	7/17/2023 10:42 AM
395	interrupted connections	7/17/2023 10:42 AM
396	occasional internet outage	7/17/2023 10:41 AM
397	ATT as only option	7/17/2023 10:41 AM
398	Access and speed for people living in rural areas	7/17/2023 10:40 AM
399	Sometimes WIFI can be spotty, but overall it has not been an issue that has caused significant barriers.	7/17/2023 10:40 AM
400	Internet speed and reliability of platform	7/17/2023 10:40 AM
401	Sometimes the screen will freeze or audio will be choppy	7/17/2023 10:40 AM
402	Internet speed has been too slow, the connection dropped	7/17/2023 10:40 AM
403	Sometimes client's internet connection is not always stable	7/17/2023 10:40 AM
404	Some clients don't have reliable access	7/17/2023 10:40 AM
405	Rarely	7/17/2023 10:39 AM
406	It is extremely frustrating when the screen "freezes" during therapy	7/17/2023 10:39 AM
407	none	7/17/2023 10:39 AM
408	Clients' lack of stable data/internet	7/17/2023 10:38 AM
409	internet speed	7/17/2023 10:38 AM
410	Internet speed at office is an issue, especially when multiple providers are doing telehealth at same time. Some client's internet speeds are too slow as well. This makes the video blurry/less detailed and sometimes freeze, and the audio can be delayed or cut out.	7/17/2023 10:38 AM
411	No	7/17/2023 10:38 AM
412	internet speed	7/17/2023 10:37 AM
413	Speed, quality	7/17/2023 10:37 AM
414	Sometimes slow access or dropped connection	7/17/2023 10:37 AM
415	internet speed	7/17/2023 10:37 AM
416	Slow internet service	7/17/2023 10:37 AM
417	Internet reliability	7/17/2023 10:37 AM
418	internet connectivity;	7/17/2023 10:37 AM
419	Speed, connection	7/17/2023 10:36 AM
420	not an issue	7/17/2023 10:36 AM
421	Sometimes my internet or the patient internet goes down	7/17/2023 10:36 AM
422	No big problems just sometimes clients have spotty wifi.	7/17/2023 10:36 AM
423	not applicable	7/17/2023 10:36 AM
424	Occasionally an issue if power goes out or services go down	7/17/2023 10:35 AM
425	Very infrequently clients have issues	7/17/2023 10:35 AM
426	None	7/17/2023 10:35 AM
427	Access to High speed internet, or no smart phone	7/17/2023 10:35 AM
428	Internet speed	7/17/2023 10:34 AM

429	Internet speed & connectivity	7/17/2023 10:34 AM
430	cellular coverage problems create lack of hotspot backup for internet issues	7/17/2023 10:34 AM
431	Unstable internet connection	7/17/2023 10:34 AM
432	When we lose electricity from weather	7/17/2023 10:33 AM
433	client internet issues	7/17/2023 10:33 AM
434	Speed which tends to equal money	7/17/2023 10:33 AM
435	None.	7/17/2023 10:33 AM
436	N/A	7/17/2023 10:32 AM
437	Patient access to internet at their location	7/17/2023 10:32 AM
438	Internet speed	7/17/2023 10:32 AM
439	Less than 5% of the time	7/17/2023 10:32 AM
440	n/a	7/17/2023 10:32 AM
441	Yes, sometimes	7/17/2023 10:32 AM
442	Low income families have issues with low speed internet.	7/17/2023 10:32 AM
443	internet speed, internet access	7/17/2023 10:31 AM
444	internet connectivity	7/17/2023 10:31 AM
445	Occasional spotty connection	7/17/2023 10:31 AM
446	Internet speed - freezing/breaking up	7/17/2023 10:31 AM
447	Internet speed, power outages	7/17/2023 10:31 AM
448	Sometimes my internet connection or my client's internet connection will be spotty which makes it hard to communicate	7/17/2023 10:30 AM
449	internet speed	7/17/2023 10:30 AM
450	yes	7/17/2023 10:30 AM
451	Rare issues with calls dropping	7/17/2023 10:30 AM
452	client or mine internet issues	7/17/2023 10:30 AM
453	speed	7/17/2023 10:29 AM
454	None	7/17/2023 10:29 AM
455	None	7/17/2023 10:29 AM
456	low bandwidth	7/17/2023 10:29 AM
457	Intermittent internet challenges. Not consistent	7/17/2023 10:29 AM
458	N/A	7/17/2023 10:29 AM
459	Internet speed, technical issues with SimplePractice	7/17/2023 10:29 AM
460	Somewhat - speed/reliability of Comcast	7/17/2023 10:28 AM
461	None observed	7/17/2023 9:45 AM
462	Patient may not have good internet or phone service especially those in rural areas or are low income with basic service.	7/17/2023 7:33 AM
463	This is particularly problematic if either me as a provider and my client have poor connectivity.	7/17/2023 7:09 AM
464	Spectrum is often slow , especially in the afternoon after school is out. (3:30 - 6:00 pm)	7/16/2023 11:58 AM
465	Yes - patients without access	7/16/2023 7:39 AM

466	This has been a problem off and on, particularly at one of our four locations	7/15/2023 10:30 PM
467	Mostly on the part of some clients- unreliable wifi if they use their phones.	7/15/2023 6:57 PM
468	For families, may have challenges with internet speed	7/15/2023 10:30 AM
469	None	7/15/2023 8:58 AM
470	None	7/14/2023 10:00 PM
471	n/a	7/14/2023 7:20 PM
472	Usually on the client end when the client, for ex, distant from cell tower	7/14/2023 2:29 PM
473	Poor internet speed	7/14/2023 1:21 PM
474	Internet speed and stability	7/14/2023 12:51 PM
475	internet speed, access	7/14/2023 12:35 PM
476	Poor connections which impact the communication	7/14/2023 12:33 PM
477	Occasional connectivity issues	7/14/2023 10:54 AM
478	Minor lags on video	7/14/2023 8:50 AM
479	Internet speed	7/14/2023 8:10 AM
480	internet speed	7/14/2023 7:34 AM
481	Spotty wifi, internet outages, dropped calls/video	7/13/2023 9:37 PM
482	No	7/13/2023 7:18 PM
483	Speed including at my own agency	7/13/2023 6:55 PM
484	NONE	7/13/2023 1:33 PM
485	Rare loss of connection	7/13/2023 12:08 PM
486	Speed, connection issues	7/13/2023 11:55 AM
487	internet bandwidth needs to be successful	7/13/2023 8:58 AM
488	Occasional internet connection problems	7/13/2023 7:31 AM
489	internet speed or interruption on both my side and the client's side	7/13/2023 7:15 AM
490	internet connectivity during bad weather	7/12/2023 10:44 PM
491	Not an issue	7/12/2023 3:25 PM
492	internet speed - varies based upon weather and traffic despite high speed and good router	7/12/2023 2:47 PM
493	Internet connection at times being inadequate, computer literacy and some clients have difficulty understanding or addressing issues associated with telehealth, external factors (kids, dogs)	7/12/2023 2:17 PM
494	Some patient's have poor access to the internet	7/12/2023 1:43 PM
495	Connection instability, for me and client	7/12/2023 1:28 PM
496	None	7/12/2023 12:44 PM
497	internet speed	7/12/2023 12:19 PM
498	Variable upload speeds mean inconsistent quality of my video that clients dee	7/12/2023 11:40 AM
499	Occasionally	7/12/2023 11:33 AM
500	Sessions occasionally took place entirely using cell service. In more remote areas, this impaired audio and video quality significantly.	7/12/2023 11:00 AM
501	n/a	7/12/2023 10:49 AM
502	Intermittent internet downage	7/12/2023 10:43 AM

503	Occasional internet disruption but upgraded ours and no problems now	7/12/2023 10:43 AM
504	Wifi speeds for clients can be an issue	7/12/2023 10:27 AM
505	poor internet connection	7/12/2023 10:07 AM
506	When router fails or internet connectivity is spotty	7/12/2023 9:34 AM
507	None	7/12/2023 9:30 AM
508	Iffy connection sometimes (weak signal)	7/12/2023 9:12 AM
509	Understanding the technical aspects to setting it up.	7/12/2023 8:54 AM
510	poor cell coverage, difficulty connecting	7/12/2023 8:14 AM
511	I live in a place that only has dial up internet	7/12/2023 6:17 AM
512	Internet speed is sometimes spotty	7/11/2023 11:37 PM
513	Video quality, long time logging into platforms, sending reminders	7/11/2023 11:19 PM
514	Speed, power outages	7/11/2023 11:09 PM
515	Glitching, freezing	7/11/2023 10:21 PM
516	internet connectivity issues	7/11/2023 8:48 PM
517	Clients' connection speeds	7/11/2023 7:27 PM
518	Internet speed. Sometimes the video can blur for a bit.	7/11/2023 6:41 PM
519	Phone service interruptions	7/11/2023 5:54 PM
520	Internet Speed	7/11/2023 5:30 PM
521	Limited access to technology: Many individuals, particularly those in rural or underserved areas, may lack access to reliable internet connections or devices such as smartphones, tablets, or computers. This lack of technology infrastructure can impede their ability to participate in telehealth consultations.	7/11/2023 5:17 PM
522	Zoom constantly drops--very frustrating; not sure if it's a broadband issue or not	7/11/2023 5:13 PM
523	AT TIMES POOR INTERNET CONNECTION	7/11/2023 3:51 PM
524	Internet speed	7/11/2023 3:48 PM
525	Internet interruptions	7/11/2023 3:46 PM
526	video issues	7/11/2023 3:38 PM
527	Cox Cable. Fast	7/11/2023 3:04 PM
528	Internet speed, glitches/poor set up of platform (e.g. confusing for consumers)	7/11/2023 2:57 PM
529	Dropping of calls. Bandwith not being able to accommodate Telehealth platforms such as Doxy. And or browsers such as Safari not having the correct plugins for telehealth platforms such as Doxy.	7/11/2023 2:39 PM
530	Wifi connectivity when away from office	7/11/2023 2:34 PM
531	sometimes poor reception	7/11/2023 2:24 PM
532	Occasionally bad connections w/ clients in remote locations w/out consistent/fast internet connection	7/11/2023 2:06 PM
533	sometimes, though not often	7/11/2023 1:57 PM
534	Occasionally Internet speed freezes the screen	7/11/2023 1:24 PM
535	Freezing from slow speed	7/11/2023 1:16 PM
536	Internet connections of consumers drop out too much on Zoom.	7/11/2023 1:02 PM

537	internet speed	7/11/2023 12:56 PM
538	Signal going in and out, fuzzy focus, freezing screen, distorted sound	7/11/2023 12:44 PM
539	NA	7/11/2023 12:19 PM
540	Broadband width	7/11/2023 12:16 PM
541	broadband width at our office suite	7/11/2023 11:45 AM
542	None	7/11/2023 11:44 AM
543	Issue for patients	7/11/2023 11:39 AM
544	None	7/11/2023 11:32 AM
545	Consumers sometimes have difficulty with their internet connection. I rarely do.	7/11/2023 11:28 AM
546	Just occasionally, the pictures freeze up on Zoom. Not a big deal.	7/11/2023 11:14 AM
547	internet speed/spotty connection	7/11/2023 11:04 AM
548	Internet speed in rural home office	7/11/2023 10:46 AM
549	Poor connection, dropped calls	7/11/2023 10:40 AM
550	Some patients don't have high speed internet	7/11/2023 10:35 AM
551	Some clients have limited internet speed that can impact connectivity	7/11/2023 10:33 AM
552	working with young children and keeping them engaged	7/11/2023 10:32 AM
553	Variable internet speeds	7/11/2023 10:29 AM
554	Not usually a problem	7/11/2023 9:31 AM
555	occasional internet issues-connection	7/11/2023 9:26 AM
556	Poor wifi coverage in one home that was corrected.	7/11/2023 9:26 AM
557	Speed can impede	7/11/2023 9:09 AM
558	Uncontrolled outages	7/11/2023 9:05 AM
559	access during lockdown when everyone was online, sometimes still freezes at times	7/11/2023 9:03 AM
560	Internet speed	7/11/2023 8:59 AM
561	internet strength	7/11/2023 8:56 AM
562	internet speed and consistency	7/11/2023 8:53 AM
563	sometimes	7/11/2023 8:52 AM
564	Video freezing	7/11/2023 8:51 AM
565	some people have poor wifi and zoom cuts in and out	7/11/2023 8:48 AM
566	Lots of glitches	7/11/2023 8:46 AM
567	not an issue	7/11/2023 8:44 AM
568	I work for the DHCS which has very slow servers and a very clumsy IT department. When I do work independently, I have no problem with Bandwidth.	7/11/2023 8:42 AM
569	Low income/rural population not having access to good quality or reliable Internet.	7/11/2023 8:40 AM
570	internet speed and clarity	7/11/2023 8:29 AM
571	This has been only a minor and occasional issue.	7/11/2023 8:13 AM
572	Provider had to upgrade broadband but clients sometime cannot	7/11/2023 7:59 AM
573	Internet connectivity (at times glitchy)	7/11/2023 7:48 AM
574	on client's end	7/11/2023 7:45 AM

575	When the Internet is not stable, living on the coast. When my older adult patients have difficulty getting onto Zoom.	7/11/2023 7:26 AM
576	Internet freezes temporarily	7/11/2023 7:19 AM
577	Internet speed and quality	7/11/2023 7:19 AM
578	Speed	7/11/2023 7:17 AM
579	working in corrections, wifi signals are not always the best	7/11/2023 7:15 AM
580	tmobile	7/11/2023 7:02 AM
581	Occasional internet speed issues	7/11/2023 6:43 AM
582	Spotty reception	7/11/2023 5:53 AM
583	No	7/11/2023 5:48 AM
584	Bandwidth for clear audio and video. When tourists flood the community the bandwidth is terrible.	7/11/2023 5:27 AM
585	None really. Expensive	7/11/2023 5:01 AM
586	None	7/11/2023 4:11 AM
587	AT&T	7/11/2023 4:07 AM
588	Storms, internet outages	7/11/2023 3:39 AM
589	Some clients at times have issues with internet speed	7/11/2023 2:00 AM
590	NA	7/10/2023 11:48 PM
591	Occasional brief internet outages over the last few years	7/10/2023 11:43 PM
592	no	7/10/2023 11:42 PM
593	Internet speed, volume and camera issues, calls dropped.	7/10/2023 11:35 PM
594	Requiring multiple available services to ensure no interruptions or quality degredations	7/10/2023 11:32 PM
595	Slow internet speed on client side	7/10/2023 11:18 PM
596	None or limited access	7/10/2023 11:09 PM
597	Yes, sometimes video isn't great requiring a switch to phone, but most times works fine	7/10/2023 10:58 PM
598	Internet strength - sometimes clients have a weak signal, which interferes with communication	7/10/2023 10:47 PM
599	Finding a protected platform that consistently works	7/10/2023 10:13 PM
600	occasional choppiness, frozen face or voice	7/10/2023 10:09 PM
601	None	7/10/2023 9:55 PM
602	Speed	7/10/2023 9:37 PM
603	Slow internet for video	7/10/2023 9:37 PM
604	Internet speed, client internet, dropped calls	7/10/2023 9:35 PM
605	had to upgrade to Fiber	7/10/2023 9:34 PM
606	connectivity for the consumer and sometimes due to weather	7/10/2023 9:24 PM
607	Many consumer of psychological services in Monterey county live in areas that haven't been developed technologically, making it challenging. For them to access adequate internet connect. Alternatively, it's also challenging for them to physically come to the office due to work schedules and distance. Improvement in internet service would make services much more accessible	7/10/2023 9:23 PM
608	Internet and power outages	7/10/2023 9:10 PM
609	"unstable internet connection"	7/10/2023 9:08 PM

610	Internet speed	7/10/2023 9:02 PM
611	Inconsistent internet speeds	7/10/2023 8:51 PM
612	Internet going out/poor internet connection (usually on the clients end)	7/10/2023 8:46 PM
613	N/A	7/10/2023 8:42 PM
614	None	7/10/2023 8:37 PM
615	Sometimes connection issues, however this happens rarely	7/10/2023 8:36 PM
616	Sometimes internet speed	7/10/2023 8:23 PM
617	breaks in connectivity (phone hangups, Zoom or FaceTime breaks); lack of access periodically (not enough cellphone towers in my area)	7/10/2023 8:22 PM
618	internet speed	7/10/2023 8:09 PM
619	Cox cable	7/10/2023 8:07 PM
620	Internet access and speed for therapist and client	7/10/2023 7:55 PM
621	None	7/10/2023 7:46 PM
622	slow internet that makes calls freeze	7/10/2023 7:44 PM
623	None	7/10/2023 7:38 PM
624	None; have Comcast	7/10/2023 7:31 PM
625	N/A	7/10/2023 7:29 PM
626	Internet connectivity on the veteran's side	7/10/2023 7:26 PM
627	Patients having poor wifi or service is the top problem. For the most part it is fine, but infrequently there are wifi problems at the clinic. Providers need to pay for home wifi for work from home days.	7/10/2023 7:21 PM
628	Sometimes	7/10/2023 7:20 PM
629	internet speed	7/10/2023 7:18 PM
630	good internet connectivity	7/10/2023 7:17 PM
631	Poor internet speed in my location	7/10/2023 7:10 PM
632	None	7/10/2023 7:06 PM
633	N/A	7/10/2023 6:55 PM
634	Access	7/10/2023 6:44 PM
635	Rural mountain areas with poor broadband or satellite access	7/10/2023 6:40 PM
636	Sometimes	7/10/2023 6:36 PM
637	None	7/10/2023 6:26 PM
638	Upgraded my internet speed and connect via cable to ensure good video connection	7/10/2023 6:26 PM
639	Quality of patients' internet linkage not always reliable	7/10/2023 6:25 PM
640	Internet speed available in low income housing	7/10/2023 6:09 PM
641	Internet speed	7/10/2023 6:06 PM
642	None	7/10/2023 6:02 PM
643	Inability to join virtual call due to lack of Internet. Clients sometimes run out of available data on their phone so they don't have the capacity to facilitate a video call without Wi-Fi.	7/10/2023 5:56 PM
644	Sometimes internet is weak	7/10/2023 5:55 PM
645	I had to get better wifi to support	7/10/2023 5:54 PM

646	Internet connection sometimes glitchy	7/10/2023 5:51 PM
647	Client in Butte County on a ranch, no broadband	7/10/2023 5:51 PM
648	Sometimes the screen freezes	7/10/2023 5:39 PM
649	Sometimes video becomes choppy	7/10/2023 5:38 PM
650	Internet speed	7/10/2023 5:37 PM
651	Internet speed and signal strength	7/10/2023 5:37 PM
652	inconsistent connections, possibly from patient side	7/10/2023 5:34 PM
653	internet connection problem once in a while, rarely though	7/10/2023 5:27 PM
654	at times, internet speed or outages; can be with the provider or the client	7/10/2023 5:22 PM
655	slow or laggy internet speeds for clients	7/10/2023 5:21 PM
656	Poor internet connection	7/10/2023 5:17 PM
657	ocassional access issues when internet is down	7/10/2023 5:04 PM
658	Rare Outages during local fires, windstorms, power cutoffs	7/10/2023 4:59 PM
659	none	7/10/2023 4:54 PM
660	Poor internet connection on client's end	7/10/2023 4:46 PM
661	Need to keep hardware updated	7/10/2023 4:41 PM
662	Internet speed, usually easily fixable by re logging in	7/10/2023 4:33 PM
663	low income families might not have wifi	7/10/2023 4:30 PM
664	Rural area with inconsistent coverage	7/10/2023 4:29 PM
665	N/A	7/10/2023 4:29 PM
666	The internet can be inconsistent which impacts the quality of the appointment.	7/10/2023 4:25 PM
667	sometimes slow and disrupted internet speed at my office/ATT	7/10/2023 4:25 PM
668	If the internet goes down, I create a hotspot using my phone.	7/10/2023 4:19 PM
669	Internet speed	7/10/2023 4:09 PM
670	Comcast	7/10/2023 4:07 PM
671	Occasionally	7/10/2023 4:06 PM
672	Access to Internet, speed, reliability, and confidentiality	7/10/2023 3:58 PM
673	internet speed issue (rarely)	7/10/2023 3:57 PM
674	Occasionally there might be a connectivity issue	7/10/2023 3:57 PM
675	Electricity cut.	7/10/2023 3:53 PM
676	Internet speed, bandwidth, outages	7/10/2023 3:38 PM
677	Internet speed sometimes	7/10/2023 3:25 PM
678	Internet speed, availability	7/10/2023 3:24 PM
679	Some clients have unstable internet.	7/10/2023 3:15 PM
680	internet connection issues	7/10/2023 3:14 PM
681	Slow speeds and limited provider options	7/10/2023 3:11 PM
682	Sometimes the connection is poor and leads to time spent problem solving how to be able to effectively communicate	7/10/2023 3:10 PM

683	Client internet or cellular availability.	7/10/2023 2:59 PM
684	500mbps	7/10/2023 2:53 PM
685	Internet interruption	7/10/2023 2:51 PM
686	Broadband access for some clients	7/10/2023 2:49 PM
687	temporary outages	7/10/2023 2:49 PM
688	None	7/10/2023 2:38 PM
689	Dropped connection, slow connection	7/10/2023 2:38 PM
690	Internet speed will sometimes drop, causing video to freeze	7/10/2023 2:29 PM
691	Occasionally the screen freezes	7/10/2023 2:28 PM
692	if patient is in a remote area and connection is poor	7/10/2023 2:27 PM
693	Patient's quality of webcam, internet access	7/10/2023 2:22 PM
694	None	7/10/2023 2:22 PM
695	Internet	7/10/2023 2:20 PM
696	At times	7/10/2023 2:14 PM
697	Internet speed, clients having computers	7/10/2023 2:11 PM
698	occasional internet speed	7/10/2023 2:05 PM
699	Broad band cutting out at times	7/10/2023 2:01 PM
700	Yes, occasionally slow or delays, on rare occasions no signal	7/10/2023 2:01 PM
701	Wifi went down at work for a period of time	7/10/2023 1:58 PM
702	Internet speed	7/10/2023 1:49 PM
703	no	7/10/2023 1:42 PM
704	Occasional weak signal/bandwidth for either therapist, client or both simultaneously.	7/10/2023 1:35 PM
705	access, yes; don't know speed	7/10/2023 1:33 PM
706	at times they have a poor internet connection which causes freezing or dropped connections	7/10/2023 1:28 PM
707	Yes, I serve rural area in mountains, with limited cell phone service/internet access. Also, many can't afford internet in home.	7/10/2023 1:27 PM
708	for myself and patient	7/10/2023 1:26 PM
709	Connection issues	7/10/2023 1:26 PM
710	Bandwidth	7/10/2023 1:25 PM
711	internet speed	7/10/2023 1:24 PM
712	For patient of a lower socioeconomic status, Internet is often slow (wi-fi and data).	7/10/2023 1:24 PM
713	Client's access to reliable internet speed	7/10/2023 1:20 PM
714	Internet speed and access on the part of the client	7/10/2023 1:20 PM
715	Software platforms that are accessible and easy to use	7/10/2023 1:16 PM
716	internet speed for myself or the client.	7/10/2023 1:14 PM
717	Internet disruptions	7/10/2023 1:12 PM
718	Internet speed, sometimes the call will drop	7/10/2023 1:11 PM
719	Internet speed and poor connection stability is the biggest barrier for me. I am in a shared office space with a single broadband connection used by multiple therapists, and often that makes calls poorer quality during busy times. The cost of running a dedicated line for just	7/10/2023 1:09 PM

myself is prohibitive. I end up using my mobile phone hotspot as a backup which has limits on the amount I can use per month. Also clients have variable quality connections and frequent outages.

720	None	7/10/2023 1:07 PM
721	poor quality internet - cuts out, skips, etc.	7/10/2023 1:04 PM
722	Yes, poor reception sometimes	7/10/2023 1:01 PM
723	Internet speed	7/10/2023 1:00 PM
724	Sometimes when the speed from carrier is interrupted.	7/10/2023 12:58 PM
725	Internet sometimes goes in and out. Or clients Internet also has problems.	7/10/2023 12:51 PM
726	Speed for clients	7/10/2023 12:49 PM
727	internet speed of clients	7/10/2023 12:48 PM
728	internet connection- lots of freezing	7/10/2023 12:48 PM
729	Sometimes internet speed	7/10/2023 12:48 PM
730	some internet issues-rare	7/10/2023 12:45 PM
731	If there's an Internet outage because of a storm I will be without Internet.	7/10/2023 12:43 PM
732	Internet speed; unforeseen internet outages	7/10/2023 12:40 PM
733	Broadband Access (e.g., internet speed) with low income or elderly consumers	7/10/2023 12:40 PM
734	The internet freezes	7/10/2023 12:38 PM
735	Broadband access	7/10/2023 12:37 PM
736	Internet instability	7/10/2023 12:35 PM
737	None	7/10/2023 12:34 PM
738	Can sometimes be an issue, more so on the patients' side	7/10/2023 12:33 PM
739	None	7/10/2023 12:32 PM
740	Internet speed-lagging video	7/10/2023 12:31 PM
741	Internet speed; quality of connection	7/10/2023 12:31 PM
742	Clients who do not have sufficient speeds.	7/10/2023 12:29 PM
743	We currently use the zoom link but there have been times when the connectivity just stopped without a warning.	7/10/2023 12:28 PM
744	Little or no access for clients	7/10/2023 12:28 PM
745	Slow internet	7/10/2023 12:27 PM
746	Slow or limited broadband access	7/10/2023 12:26 PM
747	Once in a while the internet will freeze .05% to 1% of the time	7/10/2023 12:26 PM
748	1 problem, poor connection, per 6 months. I shifted to FaceTime which worked fine.	7/10/2023 12:26 PM
749	Internet issues	7/10/2023 12:23 PM
750	connection loss	7/10/2023 12:18 PM
751	Patients' internet connectivity strength has not always been reliable or consistent.	7/10/2023 12:18 PM
752	I had to upgrade my WiFi service for my platform (Doxy) to reliably work.	7/10/2023 12:17 PM
753	N/A	7/10/2023 12:15 PM
754	internet speed	7/10/2023 12:15 PM
755	None expect one time when the internet went out.	7/10/2023 12:14 PM

756	None	7/10/2023 12:12 PM
757	no problem	7/10/2023 12:11 PM
758	None	7/10/2023 12:09 PM
759	Internet speed of client	7/10/2023 12:09 PM
760	Some patients have poor/slow internet speed	7/10/2023 12:09 PM
761	problem when client using phone	7/10/2023 12:07 PM
762	At times inconsistent speed accessibility	7/10/2023 12:03 PM
763	None	7/10/2023 12:00 PM
764	sometimes on the client end	7/10/2023 12:00 PM
765	Slow speeds, or too many people sharing it (client based).	7/10/2023 12:00 PM
766	inconsistent internet speed, access to internet	7/10/2023 11:58 AM
767	none	7/10/2023 11:58 AM
768	Internet speed too slow for clients from certain areas of town	7/10/2023 11:57 AM
769	Internet speed, reception,	7/10/2023 11:54 AM
770	None - besides education needed to parents. And lack of rights to practice out of state.	7/10/2023 11:51 AM
771	hard to get consistent service at the hospital	7/10/2023 11:46 AM
772	internet speed affecting quality of video call/ability to communicate	7/10/2023 11:45 AM
773	unstable wifi connection for myself or my client	7/10/2023 11:44 AM
774	internet speeds, internet outages	7/10/2023 11:43 AM
775	Sometimes internet speed	7/10/2023 11:42 AM
776	Bandwidth and speed of internet— freezing screens or audio; technical challenges such as audio or video not working	7/10/2023 11:41 AM
777	Connectivity issues (lag)	7/10/2023 11:39 AM
778	When my patient has slow internet	7/10/2023 11:37 AM
779	internet speed	7/10/2023 11:34 AM
780	Glitches and lag	7/10/2023 11:31 AM
781	Internet issues	7/10/2023 11:31 AM
782	fluctuation in internet speed	7/10/2023 11:30 AM
783	slow speed	7/10/2023 11:29 AM
784	Internet outages or issues. Usually temporary.	7/10/2023 11:28 AM
785	Have had to upgrade to fastest to make certain both my wife and I can have sessions without losing the session temporarily. Had to install better routers and modem.	7/10/2023 11:28 AM
786	fairly OK	7/10/2023 11:27 AM
787	Client poor or inconsistent WiFi connection	7/10/2023 11:27 AM
788	At times, client's wifi will not work properly	7/10/2023 11:26 AM
789	quality/stability of internet service on both ends	7/10/2023 11:23 AM
790	None	7/10/2023 11:22 AM
791	consistent wifi streaming to see facial expression or audio- mine or the client's	7/10/2023 11:22 AM
792	Internet freezing up	7/10/2023 11:21 AM

793	Sometimes spotty internet or lags for clients	7/10/2023 11:20 AM
794	Internet connection	7/10/2023 11:18 AM
795	Stable internet that does not drop out.	7/10/2023 11:18 AM
796	none	7/10/2023 11:18 AM
797	consistent connectivity in remote areas	7/10/2023 11:17 AM
798	No broadband issues	7/10/2023 11:17 AM
799	Varying internet speed at the client's end.	7/10/2023 11:17 AM
800	internet speed, inconsistent connection, unstable connection	7/10/2023 11:16 AM
801	Frontier	7/10/2023 11:14 AM
802	Screen freezing	7/10/2023 11:13 AM
803	No problem	7/10/2023 11:13 AM
804	Internet speed	7/10/2023 11:12 AM
805	Internet connection	7/10/2023 11:12 AM
806	Consistency of broadband signal on my end or on client's.	7/10/2023 11:12 AM
807	Some clients have limited access to internet platforms	7/10/2023 11:09 AM
808	Connectivity issues due to bandwidth problems	7/10/2023 11:08 AM
809	only spectrum as a provider	7/10/2023 11:08 AM
810	sometimes the internet has gone out and I have had to do a phone appt but this is rare.Also it has been on occasion glitchy but that is also rare	7/10/2023 11:08 AM
811	Internet speed connection	7/10/2023 11:07 AM
812	Internet speed quality	7/10/2023 11:06 AM
813	Internet reception, but it is usually solved fast	7/10/2023 11:06 AM
814	occasionally families need to use cell data rather than wifi/broadband	7/10/2023 11:06 AM
815	No access issues	7/10/2023 11:06 AM
816	Internet speed	7/10/2023 11:06 AM
817	Occasionally my internet goes out, and that's a problem	7/10/2023 11:06 AM
818	I can't specify, but sometimes my clients do not have sufficient Internet speed	7/10/2023 11:04 AM
819	Wifi issues	7/10/2023 11:03 AM
820	Sometimes connection speed lags on either side.	7/10/2023 11:02 AM
821	Internet speed	7/10/2023 11:02 AM
822	Internet speed for patients	7/10/2023 11:02 AM
823	no	7/10/2023 11:02 AM
824	None	7/10/2023 11:01 AM
825	Yes	7/10/2023 10:59 AM
826	Patient's internet speed poor that freezes or disconnects from session	7/10/2023 10:58 AM
827	Internet can be slow sometimes but mostly ok	7/10/2023 10:57 AM
828	Very little due to internet speed.	7/10/2023 10:57 AM
829	Dropped calls	7/10/2023 10:55 AM
830	sometimes there are glitches, which could be on the consumers side. So, little control over	7/10/2023 10:54 AM

that.

831	Speed	7/10/2023 10:53 AM
832	Clients cannot afford access.	7/10/2023 10:53 AM
833	Internet connection	7/10/2023 10:52 AM
834	all my clients have good internet access	7/10/2023 10:52 AM
835	None	7/10/2023 10:52 AM
836	internet connectivity on client side	7/10/2023 10:51 AM
837	none	7/10/2023 10:50 AM
838	Internet speed	7/10/2023 10:49 AM
839	internet speed	7/10/2023 10:49 AM
840	I do phone sessions only	7/10/2023 10:48 AM
841	Occasionally, my internet provider has disrupted service.	7/10/2023 10:47 AM
842	Yes, poor connections leads to poor communication.	7/10/2023 10:47 AM
843	Remote access	7/10/2023 10:46 AM
844	Sometimes speed can slow down the responsiveness or quality of the platform	7/10/2023 10:45 AM
845	Occasionally, my wi fi or client's wi fi would suddenly stop working or not work well.	7/10/2023 10:45 AM
846	Internet connection at times	7/10/2023 10:44 AM
847	Sudden disruptions of sessoins due to slow internet speed	7/10/2023 10:44 AM
848	Family access to good internet	7/10/2023 10:41 AM
849	Slow iny	7/10/2023 10:40 AM
850	Client's internet connection.	7/10/2023 10:39 AM
851	internet access or speed	7/10/2023 10:39 AM
852	Some clients have poor reception at times	7/10/2023 10:39 AM
853	internet speed - sometimes gets choppy or frozen if clients don't have great access	7/10/2023 10:39 AM
854	Client's internet speed	7/10/2023 10:39 AM
855	internet speed	7/10/2023 10:38 AM
856	Internet speed at times	7/10/2023 10:38 AM
857	None	7/10/2023 10:38 AM
858	None	7/10/2023 10:37 AM
859	Internet connection failure, unstable internet connection	7/10/2023 10:37 AM
860	0	7/10/2023 10:36 AM
861	Infrequently connection to the internet is lost. Provisions are already in place and discussed with Ct or supervisee about how to proceed when this happens	7/10/2023 10:36 AM
862	internet speed,	7/10/2023 10:35 AM
863	Internet issues at times.	7/10/2023 10:35 AM
864	N/a	7/10/2023 10:35 AM
865	Internet speed	7/10/2023 10:34 AM
866	broadband access	7/10/2023 10:33 AM
867	Glitching from low internet speed	7/10/2023 10:33 AM

868	Glitchy service at times	7/10/2023 10:33 AM
869	Poor connections	7/10/2023 10:33 AM
870	in rural areas	7/10/2023 10:31 AM
871	Pt. moving phone or location affecting internet connection	7/10/2023 10:31 AM
872	None	7/10/2023 10:30 AM
873	sometimes, but rare the visual quality is poor	7/10/2023 10:30 AM
874	Internet speed	7/10/2023 10:29 AM
875	Sometimes internet goes out or platforms don't work.	7/10/2023 10:29 AM
876	Internet speed	7/10/2023 10:28 AM
877	I use Theranest (integrated with my EHR)which requires a lot of bandwidth. Client do not always realize how much bandwidth HIPAA compliant platforms use and then the connection has problems. I then switch to another non-integrated platform like Sessions or Doxy. Clients are becoming more Zoom saavy but Zoom seems a bit too complex for some clients (especially adults 50+).	7/10/2023 10:28 AM
878	Calls sometimes drop or are laggy due to internet	7/10/2023 10:27 AM
879	Occasional platform glitches	7/10/2023 10:26 AM
880	pt may not always have seamless internet	7/10/2023 10:25 AM
881	Clients do not have access	7/10/2023 10:25 AM
882	slow interenet	7/10/2023 10:25 AM
883	Connection instability	7/10/2023 10:25 AM
884	Connection is not always good which causes disruption.	7/10/2023 10:24 AM
885	Those who do not have high-speed internet sometimes have difficulty getting or maintaining a stable and smooth connection	7/10/2023 10:23 AM
886	some patients don't have good internet bandwidth	7/10/2023 10:23 AM
887	Patients don't always have great internet connection	7/10/2023 10:22 AM
888	Unreliable connections, particularly when patients use a smart phone	7/10/2023 10:22 AM
889	Poor connection at times	7/10/2023 10:22 AM
890	Client's with unreliable broadband access.	7/10/2023 10:21 AM
891	Sometimes bandwidth issues occur in either side of the connection	7/10/2023 10:21 AM
892	Internet speed	7/10/2023 10:20 AM
893	Sometimes poor connection, but that is usually on the client's side	7/10/2023 10:20 AM
894	Wifi instability, audio static, dropped sessions, cell phone service , clients technology challenges	7/10/2023 10:20 AM
895	ISP reliability & internet speed at my end. Phone service reliability at client's end.	7/10/2023 10:20 AM
896	none	7/10/2023 10:18 AM
897	Y	7/10/2023 10:17 AM
898	Wifi needs to be close too the router	7/10/2023 10:16 AM
899	When processing speed is low, there are lags in the communication.	7/10/2023 10:16 AM
900	Internet, electricity/power issues	7/10/2023 10:15 AM
901	Need at least over 100mgb	7/10/2023 10:15 AM
902	Access to reliable WiFi or phone data	7/10/2023 10:15 AM

903	n/a	7/10/2023 10:15 AM
904	None	7/10/2023 10:12 AM
905	Soled, connectivity	7/10/2023 10:12 AM
906	occasional outages	7/10/2023 10:12 AM
907	Connectivity issuez	7/10/2023 10:12 AM
908	Verizon, Comcast calls can drop	7/10/2023 10:12 AM
909	connection issues	7/10/2023 10:12 AM
910	High Speed Internet with Spectrum	7/10/2023 10:11 AM
911	video calls dropping, lagging	7/10/2023 10:10 AM
912	Connection issues at times	7/10/2023 10:09 AM
913	Internet speed and stability	7/10/2023 10:09 AM
914	sometimes get disconnected	7/10/2023 10:09 AM
915	Internet speed tricky sometimes	7/10/2023 10:08 AM
916	n/a	7/10/2023 10:08 AM
917	There are times when a client's internet speed results in interruption of the session.	7/10/2023 10:08 AM
918	Internet speed is variable	7/10/2023 10:08 AM
919	X	7/10/2023 10:07 AM
920	Occasional Wi-Fi issues	7/10/2023 10:07 AM
921	Clients are primarily homeless, majority can't do video sessions due to lack of internet.	7/10/2023 10:07 AM
922	Speed	7/10/2023 10:06 AM
923	Poor connection with certain correctional facilities for videoconference	7/10/2023 10:06 AM
924	internet speed	7/10/2023 10:06 AM
925	internet speed and connection	7/10/2023 10:06 AM
926	wifi speed	7/10/2023 10:05 AM
927	Internet speed	7/10/2023 10:05 AM
928	Broadband access- internet speed in a confidential place	7/10/2023 10:04 AM
929	Internet speed at patient's location	7/10/2023 10:04 AM
930	Clients internet access	7/10/2023 10:04 AM
931	Internet connectivity consistency	7/10/2023 10:03 AM
932	Quality and consistent broadband is essential	7/10/2023 10:03 AM
933	Intermittent bandwidth slowdowns	7/10/2023 10:03 AM
934	Client internet outages from xfinity	7/10/2023 10:02 AM
935	Internet quality issues	7/10/2023 10:02 AM
936	It's rare but sometimes internet is getting disconnected during the session for less than a minute on either my side or the client's side. It usually gets resolved right away.	7/10/2023 10:01 AM
937	Some clients	7/10/2023 10:00 AM
938	Internet speed	7/10/2023 10:00 AM
939	Internet stability, reliability	7/10/2023 10:00 AM

940	none	7/10/2023 9:59 AM
941	None	7/10/2023 9:59 AM
942	Internet speed	7/10/2023 9:59 AM
943	Low internet speed sometimes interrupts real-time video feed	7/10/2023 9:59 AM
944	Internet speed	7/10/2023 9:59 AM
945	Internet speed or internet not working	7/10/2023 9:59 AM
946	inconsistent internet service	7/10/2023 9:58 AM
947	internet speed	7/10/2023 9:58 AM
948	Sometimes	7/10/2023 9:58 AM
949	Occasional audio feedback and blurry video	7/10/2023 9:58 AM
950	High internet speed	7/10/2023 9:57 AM
951	Internet access terminating on either end	7/10/2023 9:57 AM
952	Intermittent interruption rare	7/10/2023 9:57 AM
953	none	7/10/2023 9:57 AM
954	Sometimes people don't have access to internet speeds that will make it work smoothly. It is chopping and difficult then.	7/10/2023 9:57 AM
955	No	7/10/2023 9:56 AM
956	Internet speed for consumers	7/10/2023 9:56 AM
957	If there is a power outage or I need work from a different location, internet speed can be an issue.	7/10/2023 9:56 AM
958	Internet connection, patient comfort/ability with technology	7/10/2023 9:56 AM
959	internet speed, breaks up or slows down the video	7/10/2023 9:56 AM
960	internet issues can it uneven at times, but not on an ongoing basis.	7/10/2023 9:56 AM
961	Once in awhile the patients location may cause a lack of speed	7/10/2023 9:56 AM
962	Slow speed internet	7/10/2023 9:55 AM
963	none	7/10/2023 9:55 AM
964	no barrier here	7/10/2023 9:55 AM
965	stability of internet banwidth, which can vary during day	7/10/2023 9:55 AM
966	Patients' lack of access	7/10/2023 9:55 AM
967	Some locations in California have better internet connection, so at times the signal gets disrupted, causing problems.	7/10/2023 9:55 AM
968	internet speed and consistency	7/10/2023 9:54 AM
969	some difficulty with access for my clients and a reliable network	7/10/2023 9:54 AM
970	Platform ease	7/10/2023 9:54 AM
971	On the rare occasion there might be a delay but for the most part there is none	7/10/2023 9:54 AM
972	This was an issue early on. My techie husband made it work for me.	7/10/2023 9:54 AM
973	None	7/10/2023 9:54 AM
974	N/A	7/10/2023 9:53 AM
975	none	7/10/2023 9:53 AM
976	Coverage limited in certain areas of the county and surrounding areas	7/10/2023 9:53 AM

977	none	7/10/2023 9:53 AM
978	Client side has been an issue	7/10/2023 9:53 AM
979	Weak internet causing people to prefer phone over video appointments in rural areas of Sonoma County, though they prefer video.	7/10/2023 9:52 AM
980	Occasional difficulty	7/10/2023 9:52 AM
981	None	7/10/2023 9:52 AM
982	Speed of internet, frequent drops in internet	7/10/2023 9:52 AM
983	Internet speed	7/10/2023 9:52 AM
984	Internet speed or consistency when traveling (myself and clients)	7/10/2023 9:52 AM
985	On a rare occasion, mostly if session from car, an internet connection.	7/10/2023 9:52 AM
986	None	7/10/2023 9:51 AM
987	Spotty connection from time to time	7/10/2023 9:51 AM
988	no barriers	7/10/2023 9:51 AM
989	not reliable	7/10/2023 9:51 AM
990	Anything less than 100 mbps disrupts the connection, and that depends on how many devices are using the 100 mbps at a given time.	7/10/2023 9:51 AM
991	sometimes slow	7/10/2023 9:51 AM
992	Spotty internet at client's location	7/10/2023 9:51 AM
993	Occasionally	7/10/2023 9:51 AM
994	Internet speed, disconnecting with company VPN	7/10/2023 9:50 AM
995	This is an occasional problem/disruption but not a significant barrier now	7/10/2023 9:50 AM
996	None	7/10/2023 9:50 AM
997	Na	7/10/2023 9:50 AM
998	Slow connection despite highest possible speed plan	7/10/2023 9:50 AM
999	Internet speed for some clients	7/10/2023 9:50 AM
1000	sometimes internet connectivity, speed	7/10/2023 9:50 AM
1001	n/a	7/10/2023 9:50 AM
1002	Internet connection	7/10/2023 9:49 AM
1003	Internet speed	7/10/2023 9:49 AM
1004	None	7/10/2023 8:51 AM
1005	occasionally	7/10/2023 8:34 AM
1006	Internet connection	7/10/2023 6:14 AM
1007	Telehealth is as good as my own personal wifi speed, which, depending on the work setting I'm in, is not supplemented/improved upon by the organization I work for.	7/9/2023 9:13 PM
1008	OCCASIONAL	7/9/2023 2:45 PM
1009	sometimes internet is running slow and cuts out or freezes	7/9/2023 8:26 AM
1010	medium speed	7/8/2023 11:14 PM
1011	Usually only with weather extremes	7/8/2023 3:05 PM
1012	Patient's inconsistent broadband. Dropped videos and calls.	7/7/2023 6:02 PM

1013	internet speed or outage	7/7/2023 9:45 AM
1014	Sometimes internet doesn't work very well due to weather conditions.	7/6/2023 8:08 PM
1015	Rural patients occasionally have internet speed options but are able to remedy.	7/6/2023 4:18 PM
1016	Internet speed, especially as I'm in a home where someone else is working remotely via video conference	7/6/2023 1:39 PM
1017	internet speed	7/6/2023 12:58 PM
1018	internet speed	7/6/2023 11:51 AM
1019	Speed of the patient's internet can be problematic	7/6/2023 11:38 AM
1020	I have been fortunate to not have many difficulties, but sometimes my clients experience connectivity difficulties on their end, especially college students living in off-campus housing where the internet gets taxed (due to having many occupants in one house).	7/6/2023 11:19 AM
1021	Occasional, but very limited and easy to work around	7/6/2023 10:55 AM
1022	Access	7/6/2023 9:58 AM
1023	often the contact is broken.	7/6/2023 8:14 AM
1024	If there's a storm, the internet is less stable/reliable.	7/5/2023 9:27 PM
1025	Internet speed/broadband access. Telephone works better for some	7/5/2023 8:23 PM
1026	Internet speed, lost connectivity	7/5/2023 4:45 PM
1027	screens would freeze, clients or therapists losing connection, leading to frustration	7/5/2023 2:46 PM
1028	Yes- occasional interruptions to home wifi service (Spectrum)	7/5/2023 2:25 PM
1029	reliable internet for low income	7/5/2023 1:40 PM
1030	Clients using undependable wifi at times	7/5/2023 1:39 PM
1031	Connectivity at various times of the day	7/4/2023 6:11 PM
1032	Consistent Internet Speed	7/4/2023 2:26 PM
1033	none	7/4/2023 1:50 PM
1034	Signal is not consistent.	7/4/2023 11:47 AM
1035	sometimes	7/4/2023 11:35 AM
1036	Access	7/4/2023 7:49 AM
1037	Internet consistency	7/4/2023 7:21 AM
1038	Sometimes people don't have great internet speeds, maybe about 5% of the time	7/3/2023 10:44 PM
1039	Bad internet can be an issue	7/3/2023 9:01 PM
1040	Clients with minimal broadband access	7/3/2023 6:36 PM
1041	Seldom but sometimes glitch	7/3/2023 5:15 PM
1042	Broadband access	7/3/2023 1:14 PM
1043	Wifi not working at times	7/3/2023 1:00 PM
1044	internet problems	7/3/2023 11:59 AM
1045	none	7/3/2023 11:31 AM
1046	occasional outages, had to increase speed	7/3/2023 9:15 AM
1047	Have had good wifi access	7/3/2023 7:59 AM
1048	none	7/3/2023 7:49 AM
1049	Patient internet and smart phone access	7/2/2023 7:13 PM

1050	Clients' weak internet connections	7/2/2023 4:58 PM
1051	there are occasional interruptions d/t broadband connection of clients	7/2/2023 2:56 PM
1052	none	7/2/2023 1:28 PM
1053	Internet connection dropping or lagging so conversation is interrupted, sometimes many times. Especially critical during winter storms.	7/2/2023 1:09 PM
1054	unstable internet	7/2/2023 11:57 AM
1055	Sometimes the carrier goes in and out of service.	7/2/2023 10:49 AM
1056	internet outages	7/2/2023 10:21 AM
1057	Sometimes internet suddenly drops during a session, or there is a sound delay	7/2/2023 9:28 AM
1058	None really	7/1/2023 8:10 PM
1059	Sometimes glitches, usually great	7/1/2023 7:01 PM
1060	Sometimes patients have bad internet connection	7/1/2023 6:19 PM
1061	Poor network connection	7/1/2023 6:00 PM
1062	Pts internet is poor	7/1/2023 5:52 PM
1063	Comcast goes down frequently.	7/1/2023 5:52 PM
1064	connection, at times, drops. Requires a reconnect	7/1/2023 5:44 PM
1065	Internet speed	7/1/2023 3:17 PM
1066	Lack of internet accesibility by clients	7/1/2023 11:21 AM
1067	Some families have poor connection and it causes asking them to repeat	7/1/2023 9:20 AM
1068	my clients have internet, but it can stop working and they often have difficulty troubleshooting problems	7/1/2023 8:16 AM
1069	I have occassional had webconferences cut out, and I just wait and contact the patient as best as I can until the problem resolves itself. It is not a common problem.	6/30/2023 10:37 PM
1070	internet speed, access for clients	6/30/2023 5:16 PM
1071	Slow, spotty internet connections for patients.	6/30/2023 2:22 PM
1072	Some clients have had poor Wifi or cell reception	6/30/2023 1:05 PM
1073	internet speed, not having strong broadband	6/30/2023 12:16 PM
1074	sometimes an issue	6/30/2023 11:21 AM
1075	Overall internet quality	6/30/2023 10:11 AM
1076	At times, but overall pretty good.	6/30/2023 9:45 AM
1077	n/a	6/30/2023 9:17 AM
1078	difficulties with the portal	6/30/2023 7:42 AM
1079	Sometimes patients have bad reception, depending where they are	6/29/2023 8:29 PM
1080	Internet speed may lag	6/29/2023 7:07 PM
1081	internet speed	6/29/2023 5:01 PM
1082	AT&T	6/29/2023 4:56 PM
1083	no barriers	6/29/2023 4:09 PM
1084	Sometimes the connection is glitchy	6/29/2023 3:20 PM
1085	when my internet provider has issue, it significantly impact the quality of communication	6/29/2023 3:20 PM

1086	no experience here	6/29/2023 3:07 PM
1087	Internet speed was a problem especially when multiple providers were working online simultaneously.	6/29/2023 2:31 PM
1088	sometimes the clients do not have access to a device that has adequate internet speed.	6/29/2023 2:05 PM
1089	Sometimes internet connection	6/29/2023 1:44 PM
1090	Tech issues, pixelated picture	6/29/2023 1:18 PM
1091	Internet speed is sometimes problematic for clients	6/29/2023 12:21 PM
1092	Internet reliability through out Northern CA	6/29/2023 12:13 PM
1093	Fluctuating bandwidth	6/29/2023 11:33 AM
1094	Was only an issue once because the client was using satellite internet. Otherwise, internet speed has not been an issue.	6/29/2023 11:18 AM
1095	lower income and older populations have trouble with using internet and platforms for telehealth	6/29/2023 11:07 AM
1096	Unstable connection on both ends, freezing, lagging	6/29/2023 11:00 AM
1097	Dependent on location for not me and patient	6/29/2023 10:22 AM
1098	Many of my clients don't have stable internet due to rural area and economic barriers.	6/29/2023 10:09 AM
1099	NA	6/29/2023 9:52 AM
1100	Internet and reception	6/29/2023 9:21 AM
1101	Inconsistent internet speed	6/29/2023 9:06 AM
1102	Internet speed, slow / inconsistent connections, abrupt disconnections, privacy	6/29/2023 8:43 AM
1103	Can be a problem if someone tries to use their phone for connecting to the internet or their WiFi service is weak.	6/29/2023 1:40 AM
1104	Sometime the connection is poor.	6/29/2023 1:21 AM
1105	internet speed	6/28/2023 10:45 PM
1106	If there is an Internet outage I have to cancel all my clients	6/28/2023 9:09 PM
1107	Internet connection, Internet speed	6/28/2023 8:59 PM
1108	None	6/28/2023 8:22 PM
1109	Sometimes there are connectivity problems	6/28/2023 6:53 PM
1110	None, but broadband was an issue in 2020 when I started offereing it. It is not an issue now.	6/28/2023 6:23 PM
1111	Internet upload speed.	6/28/2023 5:22 PM
1112	internet speed, consistent/reliable connectivity	6/28/2023 5:16 PM
1113	some clients cannot afford 4G or 5G so connection drops,	6/28/2023 4:51 PM
1114	patient internet speed/access	6/28/2023 4:45 PM
1115	That is sufficient	6/28/2023 4:31 PM
1116	Some clients don't have a strong connection.	6/28/2023 4:30 PM
1117	I don't know	6/28/2023 4:13 PM
1118	internet speed/ connection on patients' end; electricity outages	6/28/2023 4:05 PM
1119	My pts have access. Sometimes fluctuations are problematic but we have back up plans with a last resort being FaceTime or solely audio telephone	6/28/2023 3:56 PM
1120	internet instability at times	6/28/2023 3:49 PM
1121	clients' glitchy connections	6/28/2023 3:27 PM

1122	wifi connectivity	6/28/2023 2:39 PM
1123	N/A	6/28/2023 1:57 PM
1124	At clinics broadband speed on occasion is a problem	6/28/2023 1:15 PM
1125	Occasional internet outages	6/28/2023 12:36 PM
1126	internet upload speed access in remote areas (client side)	6/28/2023 12:30 PM
1127	internet speed and strength	6/28/2023 12:14 PM
1128	Broadband through UC Davis	6/28/2023 12:08 PM
1129	Connectivity can be an issue. This may have more to do with the particular platform over which I am conducting telehealth services.	6/28/2023 11:53 AM
1130	occasional connection problems	6/28/2023 11:42 AM
1131	inconsistent internet access on both ends, effecting quality and consistency over time	6/28/2023 11:13 AM
1132	Wifi being glitchy, video warbled on and off due to connection	6/28/2023 10:55 AM
1133	Internet Speed, Losing connectivity	6/28/2023 10:45 AM
1134	wifi/internet issues	6/28/2023 10:43 AM
1135	Clients using weak wifi connections	6/28/2023 10:40 AM
1136	Occasional connection difficulties, however on the rare occasion this occurs, switch to a phone call is a suitable option.	6/28/2023 10:35 AM
1137	Internet access, speed	6/28/2023 10:34 AM
1138	Yes	6/28/2023 10:16 AM
1139	internet issues on both sides, leading to dropped calls or freezing	6/28/2023 10:04 AM
1140	I live very remote. We are the last to get reliable services of any type.	6/28/2023 9:45 AM
1141	N/A	6/28/2023 9:44 AM
1142	Poor internet connections for patients, use of technology among older patients	6/28/2023 9:36 AM
1143	Sometimes broadband access	6/28/2023 9:28 AM
1144	Many clients have limited/variable upload speeds.	6/28/2023 9:12 AM
1145	patient's internet sometimes slow	6/28/2023 8:58 AM
1146	Internet speed and connectivity	6/28/2023 8:53 AM
1147	Speed	6/28/2023 8:23 AM
1148	Internet speed, reliability, availability	6/28/2023 8:16 AM
1149	Yes, fluctuating Internet has issue	6/28/2023 7:49 AM
1150	Internet speed, getting kicked out of virtual room	6/28/2023 6:34 AM
1151	none	6/28/2023 6:15 AM
1152	Yes	6/28/2023 2:19 AM
1153	Institutional demands for face-to-face appointments	6/27/2023 11:48 PM
1154	Having to upgrade all office computers with webcams and other equipment, and pay for the highest quality internet speed, protection, and stability.	6/27/2023 11:47 PM
1155	Intermittently unreliable internet service	6/27/2023 10:57 PM
1156	Sometimes my clients do not have great connection.	6/27/2023 10:56 PM
1157	Internet access as cellular service is poor in my home office; and WiFi with Spectrum can be spotty with dropped calls for no reason	6/27/2023 10:35 PM

1158	Unreliable up to 15% of operating time.	6/27/2023 10:27 PM
1159	I have access to Broadband via my local internet provider.	6/27/2023 10:04 PM
1160	Access to internet for underserved individual	6/27/2023 9:35 PM
1161	Internet connection—frozen screens.	6/27/2023 9:33 PM
1162	internet speed (mine and client). I have upgraded but clients are not always able to.	6/27/2023 9:17 PM
1163	Sometimes clients' connection is sketchy and irregular, interrupting sessions. Occasionally my connection is down but I can switch to my phone line.	6/27/2023 8:55 PM
1164	occasional internet outages or lack of cell service in some areas	6/27/2023 8:47 PM
1165	occasioanl internet speed or access problems	6/27/2023 8:42 PM
1166	Internet speed in remote locations	6/27/2023 8:19 PM
1167	If my WIFI goes down, then there's an issue, but many clients will be alright talking on the phone.	6/27/2023 8:15 PM
1168	Internet speed in rural areas	6/27/2023 8:14 PM
1169	Internet connection issues	6/27/2023 7:55 PM
1170	Speed	6/27/2023 7:52 PM
1171	internet freezing, slowing down	6/27/2023 7:39 PM
1172	Clients sometimes don't have reliable internet	6/27/2023 7:34 PM
1173	Connection lost when clients get a call when using a cell phone	6/27/2023 7:00 PM
1174	A few times per month internet speed is insufficient	6/27/2023 6:09 PM
1175	inconsistent internet service	6/27/2023 6:06 PM
1176	Client internet availability and speed	6/27/2023 6:04 PM
1177	Some clients live in more rural areas so their internet drops in session and sometimes a phone call has to be used instead (which I can't bill for)	6/27/2023 6:03 PM
1178	sometimes wifi drops signal	6/27/2023 5:48 PM
1179	None except some older patients need assistance with setting up Zoom	6/27/2023 5:41 PM
1180	When patients have poor internet service.	6/27/2023 5:34 PM
1181	Sometimes the connection is poor	6/27/2023 5:19 PM
1182	inconsistent internet, need to connect to VPN	6/27/2023 5:17 PM
1183	Occasional poor connection related to service (not client or therapist related)	6/27/2023 5:06 PM
1184	Internet connectivity issues.	6/27/2023 4:54 PM
1185	rural areas with marginal internet	6/27/2023 4:51 PM
1186	Internet reliability	6/27/2023 4:49 PM
1187	Patient lack of sufficiently strong internet signal	6/27/2023 4:39 PM
1188	Internet speed at times, Wi-Fi stability	6/27/2023 4:34 PM
1189	none	6/27/2023 4:19 PM
1190	Yes, I live in a rural area and pay 4x what people pay who are in urban or suburban areas.	6/27/2023 4:19 PM
1191	Choppy internet which requires changes from video visits to purely telephone visits	6/27/2023 4:08 PM
1192	access to sufficient speed can be a barrier, but has been mostly fine	6/27/2023 4:08 PM
1193	Speed	6/27/2023 4:04 PM
1194	None	6/27/2023 4:01 PM

1195	internet speed or outages	6/27/2023 3:55 PM
1196	Glitch in the internet speed at times due to pt's internet speed.	6/27/2023 3:43 PM
1197	Internet speed, lack of money on client's part to secure reliable Internet	6/27/2023 3:38 PM
1198	Poor connections sometimes	6/27/2023 3:30 PM
1199	Internet speed on the other end; the patient's end, at times	6/27/2023 3:29 PM
1200	None	6/27/2023 3:12 PM
1201	Clients accessing via cellular networks typically have very poor speed	6/27/2023 3:12 PM
1202	Inconsistent internet access for families, interrupted meetings, delayed meetings due to connecting to internet services.	6/27/2023 3:05 PM
1203	issues with video visits at times (not connecting properly, choppy video or audio, video freezes at times)	6/27/2023 2:57 PM
1204	Patient internet access and speed	6/27/2023 2:55 PM
1205	n/a	6/27/2023 2:41 PM
1206	internet speed on client's end	6/27/2023 2:38 PM
1207	internet speed, router distance from computer office	6/27/2023 2:21 PM
1208	I have high-speed internet, but several of my patients do not, which sometimes creates technical problems during sessions.	6/27/2023 2:12 PM
1209	internet speed	6/27/2023 2:07 PM
1210	Internet mostly reliable in my area. No major issues, and communication by phone is a helpful workaround	6/27/2023 1:55 PM
1211	Reliability of connection	6/27/2023 1:52 PM
1212	If my home internet goes down it creates a disruption. Same for my patients	6/27/2023 1:52 PM
1213	Sometimes the internet connection isn't great and can disrupt a session	6/27/2023 1:51 PM
1214	Internet interuption	6/27/2023 1:51 PM
1215	Reliability of internet connection	6/27/2023 1:43 PM
1216	Sometimes too slow	6/27/2023 1:43 PM
1217	Variable internet speed for the provider and the patient	6/27/2023 1:42 PM
1218	NA	6/27/2023 1:42 PM
1219	Internet	6/27/2023 1:30 PM
1220	Occasional internet speed	6/27/2023 1:27 PM
1221	I needed to upgrade my internet speed and type (to fiber) to help with consistent connection	6/27/2023 1:21 PM
1222	Internet speed when others are also on the internet.	6/27/2023 1:15 PM
1223	internet reliability	6/27/2023 1:08 PM
1224	None for the population I work with	6/27/2023 1:05 PM
1225	internet speed and quality with patients	6/27/2023 12:53 PM
1226	often sessions are disrupted by frozen screens	6/27/2023 12:52 PM
1227	power outages over the summer in California	6/27/2023 12:51 PM
1228	none	6/27/2023 12:50 PM
1229	Occasional internet speed issues from clients.	6/27/2023 12:50 PM
1230	some patients have poor internet access	6/27/2023 12:49 PM

1231	yes	6/27/2023 12:45 PM
1232	Pts often have limited bandwidth; I have them go to a legal office or court reporter's office for med-legal evals.	6/27/2023 12:33 PM
1233	internet can be spotty, very distracting	6/27/2023 12:30 PM
1234	many clients have poor access	6/27/2023 12:17 PM
1235	Internet connection	6/27/2023 12:13 PM
1236	spotty access at times in rural areas	6/27/2023 12:12 PM
1237	Sometimes the routers need to be rebooted and other times there are wide outages or electricity problems	6/27/2023 12:09 PM
1238	Only minor glitches	6/27/2023 12:00 PM
1239	0	6/27/2023 11:59 AM
1240	clients do not have internet access	6/27/2023 11:52 AM
1241	Occasional lag	6/27/2023 11:50 AM
1242	failure of internet services intermittently	6/27/2023 11:47 AM
1243	Internet connection	6/27/2023 11:40 AM
1244	difficulties at client end (Lack of wi-fi, slow connection speed	6/27/2023 11:33 AM
1245	Clients needing to access internet in unconventional places (like a parked car) for privacy reasons and having spotty internet connection	6/27/2023 11:33 AM
1246	internet speed	6/27/2023 11:32 AM
1247	Occasional connection Interruptions	6/27/2023 11:26 AM
1248	Often need to be hardwired for connection to be consistent. Difficulty managing clients' internet speeds/outages.	6/27/2023 11:26 AM
1249	internet speed. I'm getting 360 Mbps download but only 0.5 Mbps upload and connection is often dropped or lags.	6/27/2023 11:25 AM
1250	Internet connection consistently	6/27/2023 11:15 AM
1251	Consistent internet connection. Power supply. Band width speed.	6/27/2023 11:14 AM
1252	occasional	6/27/2023 11:13 AM
1253	None	6/27/2023 11:11 AM
1254	Many families had challenges with access.	6/27/2023 11:06 AM
1255	clients have poor connections at times (exact # unknown), temporary outages	6/27/2023 11:05 AM
1256	Client limited access	6/27/2023 11:01 AM
1257	client internet speed	6/27/2023 10:50 AM
1258	internet speed	6/27/2023 10:44 AM
1259	sometimes the telehealth program drops bc of bandwidth	6/27/2023 10:44 AM
1260	On some patients' end	6/27/2023 10:37 AM
1261	Internet speed for patients in rural areas	6/27/2023 10:35 AM
1262	Internet connectivity	6/27/2023 10:32 AM
1263	sometimes internet connection can cut in and out	6/27/2023 10:29 AM
1264	Internet speed and outages	6/27/2023 10:29 AM
1265	Internet speed/lack of internet service, Difficulties with telehealth platforms	6/27/2023 10:20 AM

1266	Patients don't always have access to internet OR reliable/fast internet service; Internet speed can be slow on my end too.	6/27/2023 10:16 AM
1267	laggy calls	6/27/2023 10:15 AM
1268	quality of clients internet connection	6/27/2023 10:13 AM
1269	none	6/27/2023 10:10 AM
1270	Stable connection is vital as is bandwidth.	6/27/2023 10:07 AM
1271	Internet cuts out very infrequently; bad connections from telehealth consumers	6/27/2023 10:02 AM
1272	Patients using internet outside their homes has been problematic as access/speed fluctuates. Pt's go outside of their home typically for privacy.	6/27/2023 10:01 AM
1273	intermittent notices of poor internet connection	6/27/2023 10:00 AM
1274	Connectivity issues, broadband width	6/27/2023 9:56 AM
1275	Instability in the system at times	6/27/2023 9:39 AM
1276	some issues with speed/connection	6/27/2023 9:39 AM
1277	Less than approximately 500 mps	6/27/2023 9:37 AM
1278	Internet access, slow internet speeds	6/27/2023 9:28 AM
1279	internet speed, fitting whole families on the screen, setting up the familial space to support people talking to one another	6/27/2023 9:25 AM
1280	Stable access	6/27/2023 9:19 AM
1281	Sometimes things run slowly when on a video call--like when displaying digital stimuli for testing	6/27/2023 9:19 AM
1282	Internet/wifi glitches	6/27/2023 9:19 AM
1283	Internet going down	6/27/2023 9:13 AM
1284	I have not had barriers to this but my clients have had some issues with this.	6/27/2023 9:08 AM
1285	Sometimes internet on one side or the other is spotty	6/27/2023 9:01 AM
1286	Internet speed or connection	6/27/2023 9:00 AM
1287	WiFi connections for some clients can be glitchy.	6/27/2023 8:56 AM
1288	Speed efficiency	6/27/2023 8:55 AM
1289	poor audio quality	6/27/2023 8:52 AM
1290	Patient internet speed	6/27/2023 8:51 AM
1291	Comcast broadband internet is not reliable, the connection comes and goes	6/27/2023 8:50 AM
1292	Too low internet speed for clients	6/27/2023 8:44 AM
1293	no problems	6/27/2023 8:44 AM
1294	internet speed	6/27/2023 8:42 AM
1295	internet speed	6/27/2023 8:42 AM
1296	Unreliable or dropped connections	6/27/2023 8:33 AM
1297	occasional glitches with zoom or other videoconferencing, buffering, etc.	6/27/2023 8:25 AM
1298	I have limited access at home poor speed	6/27/2023 8:24 AM
1299	Internet instability	6/27/2023 8:18 AM
1300	At times, internet can freeze the discussion	6/27/2023 8:11 AM
1301	Minimal issues with internet speed	6/27/2023 8:04 AM

1302	Platform effectiveness variability. Very good [video] platforms are expensive.	6/27/2023 8:04 AM
1303	Internet speed, and reliable access to the internet	6/27/2023 8:03 AM
1304	Broadband	6/27/2023 7:57 AM
1305	Robust internet	6/27/2023 7:55 AM
1306	Sometimes connection issues but they are usually minimal	6/27/2023 7:53 AM
1307	Best Xfinity offers	6/27/2023 7:53 AM
1308	Even when both client and providers have broadband, it can freeze or drop. Adequate broadband speeds for video may not exist even in an urban area	6/27/2023 7:51 AM
1309	Internet speed (particularly when client is using a mobile device)	6/27/2023 7:42 AM
1310	Clients not being comfortable with telehealth because of lack of knowledge on how to use tech/computers, internet speed, lack of privacy for client in their home	6/27/2023 7:42 AM
1311	poor internet speed	6/27/2023 7:41 AM
1312	internet speed and reliability	6/27/2023 7:38 AM
1313	internet speed	6/27/2023 7:37 AM
1314	Don't know	6/27/2023 7:27 AM
1315	occasionally there is a problem with either my internet access or my client's. This has happened rarely over the past three years.	6/27/2023 7:24 AM
1316	At clients homes	6/27/2023 7:21 AM
1317	Some clients have had internet outage and slow speed.	6/27/2023 7:05 AM
1318	Rarely internet speed for clients;	6/27/2023 6:51 AM
1319	Ocassional interruption of service, especially during weather events	6/27/2023 6:49 AM
1320	costly to have fast internet	6/27/2023 6:29 AM
1321	No issues	6/27/2023 5:50 AM
1322	A few patients in rural areas	6/27/2023 5:43 AM
1323	families have inconsistent bandwidth at times	6/27/2023 5:21 AM
1324	on the client's side only.	6/27/2023 5:19 AM
1325	Internet service at times	6/27/2023 5:10 AM
1326	n/a	6/27/2023 4:53 AM
1327	sometimes a problem,	6/27/2023 4:49 AM
1328	Clear connection & the ability for video to work due to slow internet on client's end	6/27/2023 4:23 AM
1329	For client	6/27/2023 2:51 AM
1330	Unreliable wifi	6/27/2023 1:41 AM
1331	None	6/27/2023 1:14 AM
1332	Slow speeds due to provider	6/27/2023 1:13 AM
1333	brief interruptions	6/27/2023 1:11 AM
1334	Broadband access, internet speed	6/27/2023 12:53 AM
1335	Internet quality	6/27/2023 12:41 AM
1336	None	6/27/2023 12:33 AM
1337	Not an issue.	6/27/2023 12:15 AM
1338	Wifi/internet stability	6/26/2023 11:36 PM

1339	Wi-Fi connection	6/26/2023 11:33 PM
1340	Internet connectivity problems	6/26/2023 11:31 PM
1341	None	6/26/2023 11:26 PM
1342	occasional glitches in wifi functioning	6/26/2023 11:24 PM
1343	Access to broadband is still not universal/equitably distributed; Internet speed, bandwidth variability within a given call/session leading to lost audio or video,	6/26/2023 11:12 PM
1344	Occassional disruption to internet connection	6/26/2023 11:08 PM
1345	Internet connection- mine or client's	6/26/2023 11:08 PM
1346	Internet speed for remote BLS in EMDR	6/26/2023 11:01 PM
1347	Internet speed	6/26/2023 11:00 PM
1348	periodically	6/26/2023 11:00 PM
1349	Less for me, and more for clients having unreliable coverage	6/26/2023 10:59 PM
1350	Internet speed is a problem for clients	6/26/2023 10:58 PM
1351	at times inconsistent connections	6/26/2023 10:56 PM
1352	Internet connection	6/26/2023 10:54 PM
1353	Poor internet connection on and off	6/26/2023 10:50 PM
1354	Slow internet or poor internet connection, mostly in work at VA, but almost never happens or is a barrier in private practice.	6/26/2023 10:45 PM
1355	unstable internet speed at patient's end	6/26/2023 10:42 PM
1356	nope	6/26/2023 10:40 PM
1357	I work in community health and the facilities I work with do not have the resources to attain a computer and internet for telehealth. They would also need a person to oversee the computer access because many of these individuals lack the knowhow regarding technology;	6/26/2023 10:40 PM
1358	Lack of access to wifi or fast enough internet speeds	6/26/2023 10:39 PM
1359	Frozen screens	6/26/2023 10:33 PM
1360	Yes, with patients not having access to good internet being the main problem	6/26/2023 10:32 PM
1361	No, very rare internet interruptions.	6/26/2023 10:16 PM
1362	Clients who have no internet service or clients who have slow internet are difficult to reach. Videos freezing and delay in audio/video make it harder to develop rapport with clients.	6/26/2023 10:16 PM
1363	Internet speed	6/26/2023 10:10 PM
1364	Having internet access; broadband speed and capacity	6/26/2023 10:09 PM
1365	Only when internet connection on either end is slow or breaks up during a session.	6/26/2023 10:05 PM
1366	Internet connectivity issues (both for practitioner and patient); HIPAA compliant telehealth platform issues	6/26/2023 10:03 PM
1367	unpredictability of access	6/26/2023 9:58 PM
1368	network connectivity	6/26/2023 9:54 PM
1369	internet speed delays, but rarely an issue	6/26/2023 9:52 PM
1370	Internet	6/26/2023 9:51 PM
1371	no	6/26/2023 9:51 PM
1372	Some mild issues periodically with client's broadband, but rare.	6/26/2023 9:45 PM

1373	Patient not having sufficient internet speed	6/26/2023 9:41 PM
1374	Internet speed	6/26/2023 9:40 PM
1375	Clients' internet speed and access	6/26/2023 9:40 PM
1376	At times the client's internet access is not great. Sometimes, due to privacy, they try to have a session in the car and may not have a great connection.	6/26/2023 9:39 PM
1377	sketchy wifi	6/26/2023 9:38 PM
1378	Service interruptions	6/26/2023 9:37 PM
1379	Internet strength and speed.	6/26/2023 9:36 PM
1380	WHEN USING SKYPE	6/26/2023 9:27 PM
1381	I have had difficulty with internet speed and quality of calls at times	6/26/2023 9:19 PM
1382	Client's location and SES sometimes determines the quality of the device and the speed of the internet used for treatment.	6/26/2023 9:18 PM
1383	Reception issues, freezing with loss of sound	6/26/2023 9:16 PM
1384	Wifi cuts out sometimes	6/26/2023 9:14 PM
1385	It can be spotty from the client's end.	6/26/2023 9:13 PM
1386	Seldom may have poor internet connection	6/26/2023 9:11 PM
1387	Connection is sometimes hard to get started or is glitchy during session	6/26/2023 9:08 PM
1388	Pt might not have a computer or internet connection	6/26/2023 9:04 PM
1389	Had to upgrade my router but now ok	6/26/2023 9:03 PM
1390	none	6/26/2023 8:56 PM
1391	no barriers	6/26/2023 8:54 PM
1392	low speeds are problematic however the current mpbs that most companies provide work	6/26/2023 8:53 PM
1393	Internet service being choppy at times	6/26/2023 8:53 PM
1394	Internet speed issues causing video to freeze or lag. Access to reliable internet.	6/26/2023 8:47 PM
1395	Internet speed; If power goes out then can't work	6/26/2023 8:42 PM
1396	Need enough bandwidth	6/26/2023 8:34 PM
1397	Not sure what number	6/26/2023 8:34 PM
1398	Low speed or dropped, low quality calls.	6/26/2023 8:33 PM
1399	speed and connection	6/26/2023 8:33 PM
1400	internet connectivity	6/26/2023 8:30 PM
1401	Some clients don't have access to quality internet that allows us to talk in real time (sometimes audio or video is delayed)	6/26/2023 8:30 PM
1402	power/internet outages	6/26/2023 8:29 PM
1403	Bad until I got 5G	6/26/2023 8:28 PM
1404	If client has poor internet connection, therapy can be glitchy	6/26/2023 8:28 PM
1405	Yes	6/26/2023 8:26 PM
1406	Internet speed of client	6/26/2023 8:26 PM
1407	Internet speed	6/26/2023 8:25 PM
1408	Speed	6/26/2023 8:23 PM
1409	broadband access	6/26/2023 8:17 PM

1410	This has occasionally interfered with telehealth sessions.	6/26/2023 8:17 PM
1411	yes, sometimes internet speed might be inconsistent or at times lack of access to internet	6/26/2023 8:14 PM
1412	no	6/26/2023 8:01 PM
1413	Internet speed especially when sharing internet	6/26/2023 7:59 PM
1414	Internet speed, stable wifi, any wifi	6/26/2023 7:57 PM
1415	spotty internet, sometimes at my office but more often at the client's end	6/26/2023 7:49 PM
1416	nonexistant or poor internet service	6/26/2023 7:46 PM
1417	Lagging and screen freezing	6/26/2023 7:44 PM
1418	Poor cell service for patients	6/26/2023 7:43 PM
1419	416 mps download. 163 mps upload	6/26/2023 7:42 PM
1420	Sometimes internet connection can lag or be down	6/26/2023 7:41 PM
1421	Clients with poor internet speed.	6/26/2023 7:36 PM
1422	when there is a power outage or Comcast is down, or of clients have poor connection	6/26/2023 7:32 PM
1423	Erratic	6/26/2023 7:22 PM
1424	internet connection	6/26/2023 7:20 PM
1425	Reliable internet in rural communities.	6/26/2023 7:19 PM
1426	This is sometimes problematic, but have upgraded my monthly internet service provider broadband plan.	6/26/2023 7:19 PM
1427	Internet	6/26/2023 7:19 PM
1428	some clients don't have good reception / plan	6/26/2023 7:18 PM
1429	Internet access	6/26/2023 7:17 PM
1430	Client's internet	6/26/2023 7:12 PM
1431	All resolved early in the pandemic	6/26/2023 7:10 PM
1432	Bandwidth	6/26/2023 7:09 PM
1433	Speed	6/26/2023 7:07 PM
1434	Slow internet speed in client's home	6/26/2023 7:06 PM
1435	Internet problems, but they are rate.	6/26/2023 7:04 PM
1436	Sometimes internet stability makes video calls difficult	6/26/2023 7:03 PM
1437	Occasional technical issues...once or twice per week	6/26/2023 7:00 PM
1438	Video connection dropping but able to switch to telephone which members are on board with.	6/26/2023 6:51 PM
1439	Patients internet connection is often slow or if using phone, intermittent.	6/26/2023 6:51 PM
1440	Weather events and low grade connections in rural areas disrupt service.	6/26/2023 6:50 PM
1441	Internet connection and speed are sometimes an issue	6/26/2023 6:44 PM
1442	Low bandwidth, sharing bandwidth, power outages	6/26/2023 6:43 PM
1443	slow or distorted internet	6/26/2023 6:37 PM
1444	Internet speed, connection, platform issues	6/26/2023 6:37 PM
1445	Sometimes patients don't have access to WiFi and mobile data can be insufficient for video sessions, depending on reception.	6/26/2023 6:36 PM
1446	sometimes internet speed is not good enough and connection is poor	6/26/2023 6:36 PM

1447	Internet issues	6/26/2023 6:35 PM
1448	unstable internet	6/26/2023 6:32 PM
1449	Yes... uneven internet access even with Spectrum Business account	6/26/2023 6:31 PM
1450	Internet not always reliable on both ends	6/26/2023 6:30 PM
1451	Internet connections can freeze up at the worst times, or patients voice is cutting in and out and you have to ask them to repeat themselves, these things are very frustrating for both the patient and the psychologist, and often times are caused by patient having very poor internet connections, particularly in remote areas.	6/26/2023 6:30 PM
1452	Some clients do not have internet access	6/26/2023 6:29 PM
1453	Internet speed	6/26/2023 6:29 PM
1454	n/a	6/26/2023 6:29 PM
1455	Internet speed and reception	6/26/2023 6:26 PM
1456	N/A	6/26/2023 6:23 PM
1457	Weak signal, typically in the patient's end.	6/26/2023 6:22 PM
1458	Internet speed and access to Wifi on campus	6/26/2023 6:21 PM
1459	Internet Connection, Client's who are technically challenged.	6/26/2023 6:15 PM
1460	Internet connection issues	6/26/2023 6:13 PM
1461	No problem	6/26/2023 6:09 PM
1462	none	6/26/2023 6:09 PM
1463	none	6/26/2023 6:08 PM
1464	occasional poor quality of connections	6/26/2023 6:05 PM
1465	Clients internet speed	6/26/2023 6:04 PM
1466	Poor internet connection by patients	6/26/2023 6:04 PM
1467	internet speed	6/26/2023 6:00 PM
1468	Inconsistent internet services during inclement weather and peak hours.	6/26/2023 6:00 PM
1469	Internet speed at times	6/26/2023 6:00 PM
1470	Internet speed and stability of connection	6/26/2023 5:59 PM
1471	1 gigabyte	6/26/2023 5:59 PM
1472	Occasionally the internet connection will become "glitchy" on either end, but not intolerably so.	6/26/2023 5:57 PM
1473	Internet speed has been an issue along with acess to broadband at time during calls and then we get dropped.	6/26/2023 5:56 PM
1474	high speed internet no problems with speed	6/26/2023 5:55 PM
1475	Internet speed can be variable leading to "frozen" screens	6/26/2023 5:54 PM
1476	Internet speed	6/26/2023 5:52 PM
1477	none	6/26/2023 5:38 PM
1478	occasional glitches (ie screen freezes)	6/26/2023 5:38 PM
1479	Internet access in rural areas	6/26/2023 5:29 PM
1480	Signal loss, freezing screens, interrupted audio	6/26/2023 5:29 PM
1481	Sierra Nevada foothills, 5mbs, trying Starlink lots of money	6/26/2023 5:29 PM
1482	Internet	6/26/2023 5:27 PM

1483	Freezing screen, audio problems	6/26/2023 5:27 PM
1484	strong enough internet connection and internet outages	6/26/2023 5:22 PM
1485	Some elderly don't have it or don't know how to use it	6/26/2023 5:20 PM
1486	Speed, glitchy speech	6/26/2023 5:20 PM
1487	internet connectivity (sometimes cuts in and out; video and/or audio feed will freeze or be of poor quality; sometimes connection is lost and reconnection is slow.	6/26/2023 5:19 PM
1488	Sometimes internet can drop out	6/26/2023 5:18 PM
1489	Internet access due to location	6/26/2023 5:17 PM
1490	None	6/26/2023 5:16 PM
1491	internet speed, internet quality	6/26/2023 5:15 PM
1492	Very rare	6/26/2023 5:14 PM
1493	Internet speed for the patient	6/26/2023 5:14 PM
1494	Poor connectivity	6/26/2023 5:13 PM
1495	Sometimes internet speed	6/26/2023 5:13 PM
1496	Internet speed, lack of technical knowledge, EHR platform too complicated	6/26/2023 5:12 PM
1497	Internet speed, connectivity, hardware for patient	6/26/2023 5:11 PM
1498	Some rural patients lack adequate bandwidth for smooth data transfer (frozen screen, loss of voice, etc.)	6/26/2023 5:11 PM
1499	Internet "glitching"	6/26/2023 5:09 PM
1500	none	6/26/2023 5:08 PM
1501	yes	6/26/2023 5:07 PM
1502	Sometimes internet goes out.	6/26/2023 5:07 PM
1503	spotty connection	6/26/2023 5:07 PM
1504	Wifi signal for patients	6/26/2023 5:06 PM
1505	occasional weak internet signal causes temporary freezes	6/26/2023 5:05 PM
1506	internet speed/interruption/lags based mostly on patients' wifi	6/26/2023 5:04 PM
1507	Some patients have spotty internet speeds.	6/26/2023 5:01 PM
1508	Weak internet connection	6/26/2023 5:00 PM
1509	lag between sound and video at times	6/26/2023 4:59 PM
1510	Breaks in video even with Fiber Internet, mismatch sound: video	6/26/2023 4:59 PM
1511	audio skips sometimes	6/26/2023 4:58 PM
1512	Poor broadband	6/26/2023 4:53 PM
1513	internet speed impacting video calls	6/26/2023 4:53 PM
1514	When working from home internet goes out periodically and sometimes internet speed is slow.	6/26/2023 4:52 PM
1515	Internet speed	6/26/2023 4:51 PM
1516	Connection between provider and client can occasionally be spotty with video and audio.	6/26/2023 4:51 PM
1517	internet connection and speed	6/26/2023 4:49 PM
1518	None really, it's been quite easy to access and navigate.	6/26/2023 4:48 PM
1519	Internet weak	6/26/2023 4:48 PM

1520	none	6/26/2023 4:48 PM
1521	internet speed of the family and use of secure Wifi versus other	6/26/2023 4:47 PM
1522	Internet speed, unfamiliarity with technology	6/26/2023 4:45 PM
1523	broadband speed/access can be a problem for some patients	6/26/2023 4:45 PM
1524	Signal stability, bandwidth are primary issues. Speed is seconday	6/26/2023 4:45 PM
1525	during early 2020 internet speed was a definite problem... but now it is fine	6/26/2023 4:45 PM
1526	client's unreliable wifi connections (lagging, etc.)	6/26/2023 4:43 PM
1527	internet speed and connectivity can be an issue	6/26/2023 4:41 PM
1528	Not all clients have access to reliable internet	6/26/2023 4:39 PM
1529	Comcast is spotty when I work remotely	6/26/2023 4:37 PM
1530	Speed and clarity is sometimes an issue	6/26/2023 4:36 PM
1531	Sometimes connection glitches occur - at&t is carrier	6/26/2023 4:35 PM
1532	occasional internet cutting out or region based outages, not common though	6/26/2023 4:34 PM
1533	Technical barriers include of course wifi and connectivity issues, or issues with one's camera or computer.	6/26/2023 4:32 PM
1534	dropped connections	6/26/2023 4:31 PM
1535	No barrier	6/26/2023 4:28 PM
1536	Internet can be variable occasionally with weather, but phone is a good backup	6/26/2023 4:28 PM
1537	1 gig	6/26/2023 4:25 PM
1538	Internet or power outages	6/26/2023 4:24 PM
1539	Sometimes (large office so need to have wifi extenders)	6/26/2023 4:23 PM
1540	None	6/26/2023 4:22 PM
1541	none	6/26/2023 4:22 PM
1542	nope, I have Comcast, which seems fine, even with my wife also using Zoom.	6/26/2023 4:22 PM
1543	Patients don't always have strong wifi	6/26/2023 4:20 PM
1544	Internet connection and speed issues	6/26/2023 4:19 PM
1545	occasionally spotty if power goes out or storms make internet unstable	6/26/2023 4:18 PM
1546	power outages	6/26/2023 4:17 PM
1547	No problem	6/26/2023 4:17 PM
1548	None	6/26/2023 4:15 PM
1549	Broadband access can be a challenge - had to upgrade to faster speed from my home office.	6/26/2023 4:15 PM
1550	None	6/26/2023 4:13 PM
1551	Glitchy internet is very disruptive	6/26/2023 4:11 PM
1552	At times people do not have good internet access so they are fuzzy, or they loose access and need to get back on, or if bad it may be hard to understand them (usually if this happens we do the voice on the phone but keep the picture on) some people simply do not have internet.	6/26/2023 4:10 PM
1553	Internet speed and reliable connectivity	6/26/2023 4:09 PM
1554	internet speed and strength	6/26/2023 4:09 PM
1555	client's broadband access	6/26/2023 4:09 PM
1556	NA	6/26/2023 4:06 PM

1557	None	6/26/2023 4:06 PM
1558	Patients with poor connections	6/26/2023 4:06 PM
1559	Internet speed	6/26/2023 4:04 PM
1560	Occasional internet issues with 1 second drops in the video or video delays	6/26/2023 4:04 PM
1561	5G	6/26/2023 4:03 PM
1562	5G	6/26/2023 4:03 PM
1563	speed and steadiness of signal	6/26/2023 4:03 PM
1564	Internet issues of varying kinds (unreliability, poor connection)	6/26/2023 4:01 PM
1565	None	6/26/2023 4:01 PM
1566	Occasionally the sound drops out or the screen freezes.	6/26/2023 4:00 PM
1567	Unreliable internet by client	6/26/2023 4:00 PM
1568	None	6/26/2023 4:00 PM
1569	Internet speed being slow	6/26/2023 3:59 PM
1570	Internet speed & consistency on both provider and client ends	6/26/2023 3:58 PM
1571	Internet speed/dropped connection. Pt access to apps or feeling intimidated to try to download.	6/26/2023 3:58 PM
1572	Some clients struggle to access internet	6/26/2023 3:58 PM
1573	I reside in Los Alamos, NM. Xfinity can occasionally be undependable.	6/26/2023 3:57 PM
1574	Internet speed	6/26/2023 3:56 PM
1575	Safe confidential spaces with high speed internet	6/26/2023 3:56 PM
1576	WiFi connection occasionally weak	6/26/2023 3:55 PM
1577	Internet bandwidth	6/26/2023 3:51 PM
1578	Poor Internet speed in low SES areas	6/26/2023 3:51 PM
1579	sometimes the video freezes	6/26/2023 3:51 PM
1580	Outfitted my office at home. No barriers	6/26/2023 3:51 PM
1581	Client's comfort level with tech in general	6/26/2023 3:49 PM
1582	Yes Internet access even in offices goes in and out.	6/26/2023 3:49 PM
1583	Internet spead	6/26/2023 3:48 PM
1584	Internet Outages	6/26/2023 3:47 PM
1585	None unless wifi down	6/26/2023 3:47 PM
1586	Access to internet can vary-but that has been improving over time.	6/26/2023 3:45 PM
1587	Privacy	6/26/2023 3:43 PM
1588	Infrequent disruption, minimal interference	6/26/2023 3:43 PM
1589	Patient tech issues, intermittent internet issues	6/26/2023 3:42 PM
1590	Wifi connectivity	6/26/2023 3:41 PM
1591	Speed, unstable networks	6/26/2023 3:39 PM
1592	a couple of patients have trouble with erratic internet service	6/26/2023 3:38 PM
1593	none	6/26/2023 3:37 PM
1594	none	6/26/2023 3:36 PM

1595	Rarely an issue	6/26/2023 3:36 PM
1596	Poor internet quality	6/26/2023 3:35 PM
1597	Power outages, internet outage	6/26/2023 3:35 PM
1598	Some clients with poor internet connection	6/26/2023 3:35 PM
1599	I get expensive internet and have extenders to make sign stronger. I have learned over the course of telehealth to get strong internet. I also recommend that providers who do telehealth to get a backup generator incase power goes off but internet is still working. Because of the heat, power outages are common and backup generators have been a life saver.	6/26/2023 3:35 PM
1600	Poor WiFi connection	6/26/2023 3:32 PM
1601	Internet outages/power outage	6/26/2023 3:32 PM
1602	Not always reliable	6/26/2023 3:31 PM
1603	internet variability	6/26/2023 3:31 PM
1604	Minimal barriers, aside from rare internet problems.	6/26/2023 3:30 PM
1605	have seen this a few times since 2020, but not often	6/26/2023 3:30 PM
1606	broadband	6/26/2023 3:29 PM
1607	Consistent Internet speed	6/26/2023 3:29 PM
1608	calls dropped, difficulty connecting	6/26/2023 3:29 PM
1609	Clients internet connection	6/26/2023 3:29 PM
1610	Internet speed and connection	6/26/2023 3:28 PM
1611	NA	6/26/2023 3:28 PM
1612	Very few; occasional problems with bandwidth	6/26/2023 3:27 PM
1613	internet access may go in and out on client end	6/26/2023 3:27 PM
1614	Lower income patients frequently lack broadband	6/26/2023 3:27 PM
1615	Slow speed, usually on clients end, that disrupts connection	6/26/2023 3:26 PM
1616	interruptions due to poor connections	6/26/2023 3:26 PM
1617	It is rare, but at times internet connection can be poor.	6/26/2023 3:26 PM
1618	Internet speed of the patient	6/26/2023 3:26 PM
1619	Occasions of dead spots for patients who live in specific areas of the County/City	6/26/2023 3:25 PM
1620	Client has unstable internet	6/26/2023 3:25 PM
1621	Internet reliability	6/26/2023 3:25 PM
1622	patients unsure of how to connect	6/26/2023 3:24 PM
1623	I have had difficulty getting access to strong, fast reliable internet access from outside the city	6/26/2023 3:23 PM
1624	Had to increase internet speed in the office building to accomodate multiple users.	6/26/2023 3:23 PM
1625	Occasional poor internet speed; power outages	6/26/2023 3:21 PM
1626	Poor wifi on the client's end can interfere with sessions/quality of relational connection/even staying regulated if the connection becomes frustrating.	6/26/2023 3:21 PM
1627	Occasional internet issues (speed, disconnection)	6/26/2023 3:19 PM
1628	Clients' internet speed	6/26/2023 3:17 PM
1629	At times we have needed to switch to audio-only due to limited bradoband/cell service	6/26/2023 3:17 PM
1630	None	6/26/2023 3:16 PM

1631	No significant broadband access issues	6/26/2023 3:14 PM
1632	Sporadic especially due to weather for more rural clients or connectivity when away from home in general	6/26/2023 3:14 PM
1633	It is disruptive to the therapeutic relationship if/when connection shuts down	6/26/2023 3:14 PM
1634	Brief internet outage due to ISP technical issues	6/26/2023 3:13 PM
1635	Bandwidth on clients end	6/26/2023 3:12 PM
1636	on very rare occasion, the signal drops.	6/26/2023 3:12 PM
1637	client's lack of knowledge in technology (e.g., how to access/use Zoom)	6/26/2023 3:11 PM
1638	Occasionally	6/26/2023 3:10 PM
1639	Wifi connections	6/26/2023 3:07 PM
1640	Internet speed, power outages	6/26/2023 3:07 PM
1641	NA	6/26/2023 3:07 PM
1642	No or slow internet available	6/26/2023 3:06 PM
1643	Clients not having adequate access to quality internet	6/26/2023 3:06 PM
1644	Internet speed	6/26/2023 3:06 PM
1645	N/A	6/26/2023 3:05 PM
1646	internet speed, wifi connection	6/26/2023 3:05 PM
1647	Unk	6/26/2023 3:05 PM
1648	Internet speed	6/26/2023 3:03 PM
1649	Alternating internet speeds, internet going out	6/26/2023 3:03 PM
1650	Internet speed	6/26/2023 3:03 PM
1651	Clients with slow internet speed or poor to no internet access	6/26/2023 3:03 PM
1652	None	6/26/2023 3:01 PM
1653	internet speed causes screens to freeze or patients to get kicked off session	6/26/2023 3:01 PM
1654	When people need to go to car to use it, sometimes have wifi trouble.	6/26/2023 3:01 PM
1655	Wi-Fi disconnection	6/26/2023 3:00 PM
1656	Internet speed	6/26/2023 2:59 PM
1657	Internet speed/choppy connection or delays	6/26/2023 2:59 PM
1658	Internet speed	6/26/2023 2:59 PM
1659	slow internet	6/26/2023 2:58 PM
1660	Knowledge and internet outage	6/26/2023 2:58 PM
1661	Quality of connection; freezes when either party has poor connectivity	6/26/2023 2:58 PM
1662	Internet speed	6/26/2023 2:57 PM
1663	None	6/26/2023 2:57 PM
1664	Intermittent slowed internet speed, loss of connectivity	6/26/2023 2:56 PM
1665	Patient's internet quality; multiple providers using at same time	6/26/2023 2:56 PM
1666	If client has a poor connection, 5 minutes may be wasted before switching to a phone call	6/26/2023 2:56 PM
1667	Occasionally	6/26/2023 2:55 PM
1668	Occasional interruptions to service, slow internet speed, and consistency of connectivity	6/26/2023 2:54 PM

1669	internet speed, internet reliability	6/26/2023 2:53 PM
1670	Broadband access	6/26/2023 2:52 PM
1671	minimally	6/26/2023 2:52 PM
1672	Internet	6/26/2023 2:51 PM
1673	Sometimes delayed audio/video	6/26/2023 2:51 PM
1674	speed, more on client's end	6/26/2023 2:51 PM
1675	Clients frequently have terrible internet speeds	6/26/2023 2:50 PM
1676	600	6/26/2023 2:49 PM
1677	none	6/26/2023 2:48 PM
1678	occasional technical issues	6/26/2023 2:48 PM
1679	internet connection disruption	6/26/2023 2:48 PM
1680	Lost connection. Speed	6/26/2023 2:47 PM
1681	Internet speed	6/26/2023 2:47 PM
1682	Some problems with internet but not many.	6/26/2023 2:47 PM
1683	sometimes service is temporarily out	6/26/2023 2:46 PM
1684	N/A	6/26/2023 2:46 PM
1685	internet speed and strength. Lots of issues with Cox in various areas of San Diego county	6/26/2023 2:46 PM
1686	Not an issue any more	6/26/2023 2:46 PM
1687	Sometimes onpatients' end	6/26/2023 2:42 PM
1688	Poor connection resulting in frozen screens or delay in hearing what client is speaking	6/26/2023 2:40 PM
1689	Internet speed and connectivity (loss of connection)	6/26/2023 2:38 PM
1690	none	6/26/2023 2:35 PM
1691	Buffering	6/26/2023 2:35 PM
1692	None	6/26/2023 2:35 PM
1693	sometimes interference or re-booting	6/26/2023 2:35 PM
1694	If internet speed is slow it pixilates the picture and can delay the response	6/26/2023 2:34 PM
1695	Have had some glitches	6/26/2023 2:33 PM
1696	Client internet speed	6/26/2023 2:32 PM
1697	None	6/26/2023 2:32 PM
1698	Internet speed	6/26/2023 2:31 PM
1699	occasional connection interruptions with Cox	6/26/2023 2:31 PM
1700	Primary problem - Poor connections	6/26/2023 2:30 PM
1701	glitchy picture	6/26/2023 2:30 PM
1702	internet speed can sometimes be a problem	6/26/2023 2:30 PM
1703	Internet quality varies, wifi issues	6/26/2023 2:29 PM
1704	rarely lose internet access, and have to have phone session	6/26/2023 2:29 PM
1705	Internet speed	6/26/2023 2:28 PM
1706	lack of reliable internet service	6/26/2023 2:28 PM

1707	Internet connection and speed of clients	6/26/2023 2:26 PM
1708	some clients have slow or inconsistent internet speed (<100mbs) which produces lag times, frozen screens, unexpected disconnections	6/26/2023 2:26 PM
1709	Internet speec	6/26/2023 2:26 PM
1710	Client internet access/speed	6/26/2023 2:25 PM
1711	None	6/26/2023 2:25 PM
1712	Internet speed	6/26/2023 2:25 PM
1713	Slow broadband speeds especially in rural areas	6/26/2023 2:24 PM
1714	Internet speed, clients living in locations with poor connection, connection lag	6/26/2023 2:24 PM
1715	internet speed	6/26/2023 2:24 PM
1716	Internet slows or times out but not often	6/26/2023 2:23 PM
1717	Secured Broadband (I have no idea the speed, sorry.)	6/26/2023 2:23 PM
1718	some clients have low speed making video reception spotty	6/26/2023 2:23 PM
1719	Uncertain	6/26/2023 2:22 PM
1720	Internet speed	6/26/2023 2:21 PM
1721	stable internet connectivity; slow internet	6/26/2023 2:21 PM
1722	Internet speed occasionally	6/26/2023 2:21 PM
1723	None	6/26/2023 2:21 PM
1724	Internet speed; reliably accessible connection (i.e. provider downtimes)	6/26/2023 2:20 PM
1725	Connectivity is not always reliable from the patient's side.	6/26/2023 2:20 PM
1726	internet reliability	6/26/2023 2:20 PM
1727	internet cutting out	6/26/2023 2:19 PM
1728	Internet speed	6/26/2023 2:19 PM
1729	Connection issues at times, those without financial means to have best internet plans	6/26/2023 2:19 PM
1730	Yes, spotty service especially for clients	6/26/2023 2:18 PM
1731	Internet connectivity, internet speed	6/26/2023 2:18 PM
1732	Internet interruption and or electrical outages interrupting internet access	6/26/2023 2:15 PM
1733	Internet speed drops	6/26/2023 2:15 PM
1734	Yes- internet speed	6/26/2023 2:14 PM
1735	none	6/26/2023 2:14 PM
1736	Sometimes	6/26/2023 2:14 PM
1737	This has been an issue before.	6/26/2023 2:14 PM
1738	Internet speed/Wi-Fi	6/26/2023 2:13 PM
1739	sometimes internet is not working for clients	6/26/2023 2:12 PM
1740	No barriers on my end, but sometimes clients connections can be of poor quality	6/26/2023 2:12 PM
1741	Wifi connection	6/26/2023 2:11 PM
1742	Clients in more remote areas sometimes have trouble connecting. We opt to telephone if online doesn't work.	6/26/2023 2:11 PM
1743	no issues: hhave ATT UVerse	6/26/2023 2:10 PM

1744	None	6/26/2023 2:09 PM
1745	Although I have fast internet, when the client doesn't we waste time with cameras freezing or sound negatively impacted.	6/26/2023 2:09 PM
1746	Speed	6/26/2023 2:08 PM
1747	For patients of color, internet access and internet speed are a problem	6/26/2023 2:08 PM
1748	When too many people in my neighborhood are on the provider's service my image jumps around on Zoom.	6/26/2023 2:08 PM
1749	with some clients who have poor set-ups	6/26/2023 2:07 PM
1750	Internet access for the patient	6/26/2023 2:07 PM
1751	None	6/26/2023 2:06 PM
1752	no barriers	6/26/2023 2:06 PM
1753	Sometimes internet is down. Not very often	6/26/2023 2:06 PM
1754	Cost of commercial broadband	6/26/2023 2:05 PM
1755	high cost for Broadband	6/26/2023 2:05 PM
1756	Rarely an issue, but infrequently results in phone rather than video session	6/26/2023 2:05 PM
1757	Internet speeds, equipment malfunctions	6/26/2023 2:04 PM
1758	Mostly the wifi connection being reliable enough	6/26/2023 2:04 PM
1759	Internet disconnects	6/26/2023 2:04 PM
1760	Bandwidth	6/26/2023 2:04 PM
1761	Intermittent audio and/or video.	6/26/2023 2:01 PM
1762	not an issue	6/26/2023 2:00 PM
1763	when 5G goes down, I get dropped	6/26/2023 1:59 PM
1764	Having consistently strong signal / connection	6/26/2023 1:58 PM
1765	Internet reliability for patient and practitioners	6/26/2023 1:58 PM
1766	Internet speed, the picture freeze and restart	6/26/2023 1:58 PM
1767	Some occasional internet issues on my end or the client's end.	6/26/2023 1:58 PM
1768	Good Internet is hard to access in some places. I have to subscribe through mobile Internet service. Some of my clients have consistently, poor Internet connections.	6/26/2023 1:58 PM
1769	Internet speed	6/26/2023 1:57 PM
1770	More secure platforms all have worse connection than FaceTime, for example.	6/26/2023 1:57 PM
1771	Occasional wifi interruptions	6/26/2023 1:57 PM
1772	I increased speed at office to increase reliability	6/26/2023 1:57 PM
1773	Connection issues, audio issue	6/26/2023 1:56 PM
1774	yes, clients internet speed and stability	6/26/2023 1:55 PM
1775	Internet speed, consistency, cost, power outages affecting connectivity	6/26/2023 1:55 PM
1776	Loss of connectivity periodically. Glitches in making initial connection.	6/26/2023 1:55 PM
1777	Barriers haven't had significant impact on my practice.	6/26/2023 1:55 PM
1778	Wifi being down	6/26/2023 1:54 PM
1779	Internet outages	6/26/2023 1:54 PM
1780	none	6/26/2023 1:53 PM

1781	inconsistent speed online, but not affecting telephone	6/26/2023 1:53 PM
1782	Internet speed	6/26/2023 1:53 PM
1783	Internet quality	6/26/2023 1:53 PM
1784	Low internet speed	6/26/2023 1:53 PM
1785	Internet interruption, clients not on wifi	6/26/2023 1:53 PM
1786	Internet speed and bandwidth for myself and my clients. This is especially difficult when working in an office where multiple providers are using video platforms to complete sessions.	6/26/2023 1:53 PM
1787	Not so much. Most office and home computers with net access have enough speed.	6/26/2023 1:53 PM
1788	Occasional poor internet speed for some clients	6/26/2023 1:52 PM
1789	Patients don't always have broadband.	6/26/2023 1:52 PM
1790	inconsistency in client's or provider's internet connection	6/26/2023 1:52 PM
1791	Patient access/getting family offline during sessions	6/26/2023 1:52 PM
1792	connectivity issues sometimes	6/26/2023 1:52 PM
1793	Internet speed varies	6/26/2023 1:51 PM
1794	None	6/26/2023 1:51 PM
1795	Patients services sometimes limited	6/26/2023 1:51 PM
1796	Sometimes Internet reception diminishes and the connection temporarily freezes or it interrupted	6/26/2023 1:51 PM
1797	Internet speed has been slow for some patients causing the picture to freeze	6/26/2023 1:50 PM
1798	Connection is sometimes spotty, resulting in freezing or lags.	6/26/2023 1:50 PM
1799	Spotty connection occasionally	6/26/2023 1:49 PM
1800	Internet speed; difficulty connecting/accessing	6/26/2023 1:49 PM
1801	Occasional difficulties with internet connection	6/26/2023 1:49 PM
1802	Sometimes trhe internet is a provblem, which we figfure out and work around.	6/26/2023 1:48 PM
1803	Sometimes video calls get dropped	6/26/2023 1:48 PM
1804	internet speed	6/26/2023 1:47 PM
1805	Occasional outages for both patients and myself, slow internet speeds for people in rural arwas	6/26/2023 1:47 PM
1806	Broadband access- speed, availability	6/26/2023 1:47 PM
1807	distant, more rural or coastal areas, or households with a number of people online reduce speed and locaiton can restrict access	6/26/2023 1:47 PM
1808	Internet speed. Dropped internet	6/26/2023 1:46 PM
1809	broadband access is spotty everywhere. low income folx often have to use their phones for session and it doesn't work very well, but its better than nothing!	6/26/2023 1:46 PM
1810	internet speed and band width	6/26/2023 1:46 PM
1811	Internet speed on my clients' end	6/26/2023 1:46 PM
1812	Internet unreliability.	6/26/2023 1:46 PM
1813	Internet speed occasionally impacts video, not not often.	6/26/2023 1:46 PM
1814	Dk	6/26/2023 1:45 PM
1815	Poor communities not having adequate internet access	6/26/2023 1:45 PM
1816	yes, sometimes calls drop out, freeze, or are difficult to understand	6/26/2023 1:45 PM

1817	Internet speed and stability	6/26/2023 1:45 PM
1818	Poor connections	6/26/2023 1:44 PM
1819	Occasional problem for clients	6/26/2023 1:44 PM
1820	Occasional technical difficulties, specifically reception	6/26/2023 1:44 PM
1821	Internet speed	6/26/2023 1:42 PM
1822	Internet speed	6/26/2023 1:42 PM
1823	Yes	6/26/2023 1:41 PM
1824	Internet issues during call	6/26/2023 1:41 PM
1825	I had to increase my internet and buy faster packages at home and at the office	6/26/2023 1:41 PM
1826	Dropped wifi connection or lag	6/26/2023 1:40 PM
1827	none	6/26/2023 1:40 PM
1828	Internet stability	6/26/2023 1:40 PM
1829	client's ability to access adequate internet quality/speed	6/26/2023 1:40 PM
1830	the client's internet speed or access has been an issue at times	6/26/2023 1:40 PM
1831	patient unfamiliarity w/ internet esp in underserved communities	6/26/2023 1:40 PM
1832	Internet, no connection at home	6/26/2023 1:39 PM
1833	When a patient has weak internet	6/26/2023 1:39 PM
1834	yes. a problem	6/26/2023 1:39 PM
1835	unstable internet	6/26/2023 1:39 PM
1836	internet speed can create delayed echo effects, disrupt audio/video syncing, introduce disruptions to service, need to reboot, need to change format to telephone	6/26/2023 1:39 PM
1837	Internet slowness	6/26/2023 1:38 PM
1838	wifi connectivity	6/26/2023 1:38 PM
1839	rear internet connection problems	6/26/2023 1:38 PM
1840	Client's Internet speed	6/26/2023 1:37 PM
1841	Internet connection can be a problem, especially when patients use their phones	6/26/2023 1:37 PM
1842	Non significant barrier.	6/26/2023 1:37 PM
1843	N/A	6/26/2023 1:37 PM
1844	On rare occasions, have temporarily lost internet access at home	6/26/2023 1:36 PM
1845	internet speed	6/26/2023 1:35 PM
1846	bad or slow internet connection, unstable video platforms	6/26/2023 1:35 PM
1847	Internet speed, unreliable	6/26/2023 1:35 PM
1848	Internet speeds are not consistent and sometimes video meetings are choppy	6/26/2023 1:35 PM
1849	Internet speed and lack of strong routing system	6/26/2023 1:35 PM
1850	broadband interruptions	6/26/2023 1:34 PM
1851	Sometimes my client have slow internet connections that negatively impact video sessions	6/26/2023 1:34 PM
1852	Speed	6/26/2023 1:34 PM
1853	internet speed and quality for both providers and patient	6/26/2023 1:33 PM

1854	Comcast hi speed	6/26/2023 1:33 PM
1855	Variable internet speeds	6/26/2023 1:33 PM
1856	Occasionally the DoxyMe system has crashed during a session.	6/26/2023 1:33 PM
1857	I struggle with slow internet connection in my home area. We have Comcast.	6/26/2023 1:32 PM
1858	None	6/26/2023 1:32 PM
1859	glitches and lost therapy time with intermittent poor connections	6/26/2023 1:32 PM
1860	Some people do not have great internet speed or have a private space with sting wifi	6/26/2023 1:31 PM
1861	None	6/26/2023 1:30 PM
1862	People running on data and don't have internet access are glitchy	6/26/2023 1:30 PM
1863	internet speed	6/26/2023 1:30 PM
1864	Clients often have unreliable internet	6/26/2023 1:30 PM
1865	No rural broadband, using mobile access	6/26/2023 1:29 PM
1866	Clients prefer telephone access due to lack of technological resources	6/26/2023 1:29 PM
1867	Clients internet speed/ connectivity	6/26/2023 1:29 PM
1868	Sometimes connection is unstable or glitches out	6/26/2023 1:28 PM
1869	Internet speed	6/26/2023 1:28 PM
1870	Internet speed	6/26/2023 1:28 PM
1871	unstable internet	6/26/2023 1:27 PM
1872	when my internet has gone out it has been problematic	6/26/2023 1:27 PM
1873	Internet speed, poor connection	6/26/2023 1:27 PM
1874	At times variable internet speeds cause glitches or freezes that disrupt the flow of conversation.	6/26/2023 1:27 PM
1875	Yes - clients need consistent/stable internet with high speed for video	6/26/2023 1:26 PM
1876	internet speed; most of the platforms require 5G or a certain browser	6/26/2023 1:26 PM
1877	Rarely internet down	6/26/2023 1:25 PM
1878	On rare occasions internet access is interrupted	6/26/2023 1:25 PM
1879	Internet connection issues	6/26/2023 1:24 PM
1880	My speed is good as I hard wired my computer to the internet sometimes patient does not have good speed	6/26/2023 1:24 PM
1881	Internet cutting out at critical moments (ie sensitive dialogues)	6/26/2023 1:24 PM
1882	internet speed, missing cideo links	6/26/2023 1:22 PM
1883	Internet speed at times	6/26/2023 1:22 PM
1884	intermittent internet disruptions	6/26/2023 1:21 PM
1885	Internet speed for some patients	6/26/2023 1:21 PM
1886	Patients often don't have access to good broadband coverage	6/26/2023 1:21 PM
1887	Internet speed when clients use a phone is weak. When home computers are used, there's usually not an issue.	6/26/2023 1:21 PM
1888	poor connections	6/26/2023 1:20 PM
1889	Minimal to jine	6/26/2023 1:20 PM
1890	Occasional problems with internet connection (almost always on the patient's end) so we'll use	6/26/2023 1:20 PM

telephone.

1891	Loss of signal	6/26/2023 1:20 PM
1892	Not as much	6/26/2023 1:19 PM
1893	internet	6/26/2023 1:19 PM
1894	Internet speed	6/26/2023 1:18 PM
1895	Internet speed & reliability (for clients)	6/26/2023 1:18 PM
1896	None	6/26/2023 1:18 PM
1897	Internet speed	6/26/2023 1:18 PM
1898	Internet speed can be a barrier for some regions of CA	6/26/2023 1:18 PM
1899	I had to get a better internet provider due to poor speed; some clients have difficulty with their internet (like unstable/freezing)	6/26/2023 1:18 PM
1900	internet down (for me and clients), especially during rain/flooding; spotty service for clients who prefer to walk during session	6/26/2023 1:18 PM
1901	Internet speed	6/26/2023 1:17 PM
1902	The video is too slow and often drops altho it is the fastest available to me	6/26/2023 1:17 PM
1903	Poor speed and depth on client's end	6/26/2023 1:17 PM
1904	Some times speeds make the quality poor	6/26/2023 1:17 PM
1905	Rare, usually on the client side. I use a wired connection.	6/26/2023 1:17 PM
1906	on occasion, but usually this is okay	6/26/2023 1:16 PM
1907	Speed and wireless connectivity can be issues at times. Also, due to having elderly patients, not all have internet access	6/26/2023 1:16 PM
1908	Spotty internet, outages due to excessive heat or storms.	6/26/2023 1:16 PM
1909	often nreliable connections	6/26/2023 1:15 PM
1910	Internet speed	6/26/2023 1:15 PM
1911	at times, unreliable internet connection	6/26/2023 1:15 PM
1912	Internet going out and not being able to do zoom	6/26/2023 1:15 PM
1913	occasional buffering issues	6/26/2023 1:15 PM
1914	Occasional brief internet outages over the last few years	6/26/2023 1:15 PM
1915	I have stable connection and increased my capacity during pandemic.	6/26/2023 1:15 PM
1916	Internet speed	6/26/2023 1:14 PM
1917	Yes at times wifi has a problem	6/26/2023 1:14 PM
1918	not having access to broadband at all in many parts of the rural communities	6/26/2023 1:14 PM
1919	sometimes connection is slow	6/26/2023 1:14 PM
1920	consumer has difficulties with technology, I worked with the underserved.	6/26/2023 1:13 PM
1921	internet speed has gotten much better	6/26/2023 1:13 PM
1922	Internet in this country could be better.	6/26/2023 1:12 PM
1923	Internet issues, difficulties with app not working properly, clients not having proper internet	6/26/2023 1:12 PM
1924	Slow or inconsistent connection	6/26/2023 1:12 PM
1925	client internet	6/26/2023 1:12 PM
1926	Indigent clients do not have access to internet	6/26/2023 1:12 PM

1927	Na	6/26/2023 1:12 PM
1928	internet outtages	6/26/2023 1:11 PM
1929	Internet connection	6/26/2023 1:11 PM
1930	Rarely reduced quality sound	6/26/2023 1:11 PM
1931	Wifi connection issues	6/26/2023 1:11 PM
1932	internet connection consistency	6/26/2023 1:11 PM
1933	When there are internet problems	6/26/2023 1:11 PM
1934	internet speed on my client side can be slow	6/26/2023 1:11 PM
1935	periodic internet provider outages (Comcast)	6/26/2023 1:10 PM
1936	yes	6/26/2023 1:10 PM
1937	clients lose connections, especially in more rural areas	6/26/2023 1:10 PM
1938	Internet speed	6/26/2023 1:09 PM
1939	Internet speed	6/26/2023 1:09 PM
1940	Client/patient access to appropriate bandwidth for audiovisual visits	6/26/2023 1:09 PM
1941	Most session complete without a access problem.	6/26/2023 1:09 PM
1942	Occasional	6/26/2023 1:09 PM
1943	Sometimes my or my patients' internet can drag, hiccup, etc	6/26/2023 1:08 PM
1944	Internt disconnection	6/26/2023 1:08 PM
1945	Poor network connectivity	6/26/2023 1:08 PM
1946	Occasional connectivity issues. Depends on client's connection.	6/26/2023 1:08 PM
1947	At times delays in response time over Zoom but not with cell phones	6/26/2023 1:08 PM
1948	Some clients have low bandwidth or internet access	6/26/2023 1:08 PM
1949	Internet speed, bandwidth problems at some client locations, unstable connections due to client hardware, no broadband access ongoingly or sporadically due to clients' financial limitations. Security of connections via WiFi is often uncertain due to client's limited ability or motivation to understand or evaluate their internet security safeguards (particularly when clients use cell phones.. Poor signals when clients use cell phones.	6/26/2023 1:08 PM
1950	Sometimes internet speed or connection	6/26/2023 1:07 PM
1951	Internet speed or dropped/interrupted sessions	6/26/2023 1:06 PM
1952	Client internet speed	6/26/2023 1:06 PM
1953	Occasional internet outages	6/26/2023 1:06 PM
1954	Lack of appropriate lighting to see the client, inconsistent connection so challenges in understanding the communication	6/26/2023 1:06 PM
1955	Sometimes	6/26/2023 1:06 PM
1956	Had to increase speed	6/26/2023 1:06 PM
1957	Occasionally my client's internet bandwidth is low	6/26/2023 1:06 PM
1958	internet speed	6/26/2023 1:06 PM
1959	Internet interruption	6/26/2023 1:06 PM
1960	Clients using 3G or 4G	6/26/2023 1:06 PM
1961	Rarely, Internet speed	6/26/2023 1:05 PM

1962	Internet Outages	6/26/2023 1:05 PM
1963	strength of internet speed	6/26/2023 1:05 PM
1964	None	6/26/2023 1:05 PM
1965	Internet Speed and reliability in a Rural town	6/26/2023 1:05 PM
1966	Slow internet speeds or poor wifi connections usually on the patient's side of things	6/26/2023 1:05 PM
1967	uncertainty about laws and regulations when clients or I travel	6/26/2023 1:05 PM
1968	internet speed	6/26/2023 1:04 PM
1969	Internet speed quality	6/26/2023 1:04 PM
1970	none	6/26/2023 1:04 PM
1971	changed to verizon because spectrum was awful	6/26/2023 1:04 PM
1972	not enough bandwidth; poor connectivity; pts have no access to laptop or good internet	6/26/2023 1:04 PM
1973	internet speed	6/26/2023 1:04 PM
1974	In group office setting, sometimes wifi bandwidth cuts in/out during a session. This is being remedied with hard plug into internet.	6/26/2023 1:04 PM
1975	n/a	6/26/2023 1:03 PM
1976	Internet speed	6/26/2023 1:03 PM
1977	Some internet speed; client's private space	6/26/2023 1:03 PM
1978	Internet	6/26/2023 1:03 PM
1979	dropped internet access	6/26/2023 1:03 PM
1980	poor internet connection;	6/26/2023 1:03 PM
1981	Internet probs	6/26/2023 1:03 PM
1982	internet speed, access to internet	6/26/2023 1:03 PM
1983	Minimum	6/26/2023 1:02 PM
1984	Internet connection. Mostly from patient's but sometimes mine	6/26/2023 1:02 PM
1985	internet speed, choppiness in connection	6/26/2023 1:02 PM
1986	Eventually had to upgrade internet speed.	6/26/2023 1:02 PM
1987	Internet speed	6/26/2023 1:02 PM
1988	At times internet speed	6/26/2023 1:02 PM
1989	Spectrum	6/26/2023 1:02 PM
1990	uneven patient access to adequate broadband	6/26/2023 1:02 PM
1991	Internet Speed - both download and upload speeds for video	6/26/2023 1:02 PM
1992	Poor wifi signal sometimes	6/26/2023 1:01 PM
1993	Internet speed	6/26/2023 1:01 PM
1994	internet speed	6/26/2023 1:01 PM
1995	Poor wifi connection!	6/26/2023 1:01 PM
1996	n/a	6/26/2023 1:00 PM
1997	Clients not having access to reliable high speed internet	6/26/2023 1:00 PM
1998	I Recently got Starlink but until then had abysmal internet service	6/26/2023 1:00 PM
1999	None	6/26/2023 12:59 PM

2000	Access	6/26/2023 12:59 PM
2001	N/A	6/26/2023 12:59 PM
2002	Very rarely	6/26/2023 12:59 PM
2003	home equipment, platforms we are allowed to use by government agencies.	6/26/2023 12:59 PM
2004	1000 meg up and down	6/26/2023 12:59 PM
2005	Internet speed; freezing screens; spotty connection	6/26/2023 12:59 PM
2006	Spectrum outages	6/26/2023 12:59 PM
2007	Occasional outages	6/26/2023 12:59 PM
2008	110 ds 17 us	6/26/2023 12:59 PM
2009	Access to internet in a private setting (especially for houseless people).	6/26/2023 12:59 PM
2010	Had to learn and address internet speed issues	6/26/2023 12:59 PM
2011	none	6/26/2023 12:58 PM
2012	Fiber	6/26/2023 12:58 PM
2013	Internet speed is sometimes slow, on either end.	6/26/2023 12:58 PM
2014	Dropped connection	6/26/2023 12:58 PM
2015	rarely	6/26/2023 12:58 PM
2016	Patients having poor internet connection or disruption to internet services	6/26/2023 12:58 PM
2017	None	6/26/2023 12:57 PM
2018	Spotty coverage	6/26/2023 12:57 PM
2019	Unstable internet speed	6/26/2023 12:57 PM
2020	Internet reliability (consistent strong connection)	6/26/2023 12:57 PM
2021	People do telehealth from their car due to privacy issues	6/26/2023 12:57 PM
2022	Internet speed is the most problematic, but we can always switch to a phone call if needed	6/26/2023 12:57 PM
2023	Internet speed	6/26/2023 12:56 PM
2024	None	6/26/2023 12:56 PM
2025	Sometimes people have poor internet connection and it is frustrating or my internet has gone out at times.	6/26/2023 12:56 PM
2026	reliable internet	6/26/2023 12:56 PM
2027	N/a	6/26/2023 12:56 PM
2028	Internet speed, outages	6/26/2023 12:56 PM
2029	Periodic connection problems	6/26/2023 12:56 PM
2030	Internet access, internet speed	6/26/2023 12:56 PM
2031	internet speed	6/26/2023 12:56 PM
2032	Internet access	6/26/2023 12:55 PM
2033	Internet speed	6/26/2023 12:55 PM
2034	None	6/26/2023 12:55 PM
2035	Internet connection during wind storms or rain	6/26/2023 12:55 PM
2036	Internet speed	6/26/2023 12:55 PM
2037	None	6/26/2023 12:55 PM

2038	Internet connectivity	6/26/2023 12:55 PM
2039	Trouble with access to quality internet for both parties to ensure sessions aren't difficult or interrupted	6/26/2023 12:55 PM
2040	Internet speed, paying extra for HIPAA compliant telehealth	6/26/2023 12:55 PM
2041	Internet connection, cost of other services to ensure HIPAA compliance (Zoom Business, etc.)	6/26/2023 12:55 PM
2042	internet speed, dropped connections on client's end	6/26/2023 12:55 PM
2043	unreliable service on part of the ct	6/26/2023 12:55 PM
2044	None	6/26/2023 12:54 PM
2045	Internet access/speed; smart phone or computer access	6/26/2023 12:54 PM
2046	Choppy/inconsistent internet service	6/26/2023 12:54 PM
2047	minimal barrierss	6/26/2023 12:54 PM
2048	internet speed and consistent connectivity	6/26/2023 12:54 PM
2049	rarely, the internet goes out and I get disconnected	6/26/2023 12:54 PM
2050	150 mpbi	6/26/2023 12:54 PM
2051	Sometimes client's internet speed	6/26/2023 12:54 PM
2052	internet going out	6/26/2023 12:54 PM
2053	Speed:	6/26/2023 12:54 PM
2054	x	6/26/2023 12:53 PM
2055	None	6/26/2023 12:53 PM
2056	Internet speed and ability for video sessions	6/26/2023 12:53 PM
2057	need to upgrade to have better speed	6/26/2023 12:53 PM
2058	Client connectivity	6/26/2023 12:53 PM
2059	Connections sometimes slow or disconnect	6/26/2023 12:53 PM
2060	Access to stable Wi-Fi for Zoom with patients	6/26/2023 12:53 PM
2061	choppy video and voice, lost connection	6/26/2023 12:53 PM
2062	Connection can be episodic	6/26/2023 12:53 PM
2063	Internet speed (we have the highest speed and it still isn't fast enough)	6/26/2023 12:53 PM
2064	Sometimes, but rarely, call drops	6/26/2023 12:53 PM
2065	internet disruption	6/26/2023 12:53 PM
2066	Poor internet	6/26/2023 12:52 PM
2067	Internet speed	6/26/2023 12:52 PM
2068	sometimes unstable internet connection	6/26/2023 12:52 PM
2069	Living in a remote area many people do not have adequate internet services or speed	6/26/2023 12:52 PM
2070	computers, lack of broadband	6/26/2023 12:52 PM
2071	unpredictable with problems with connection at times.	6/26/2023 12:52 PM
2072	Internet can be buggy	6/26/2023 12:52 PM
2073	Internet speeds in very rural areas can be difficult	6/26/2023 12:52 PM
2074	Clients trying to use cellular data for session	6/26/2023 12:52 PM

2075	AT&T speed fluctuating	6/26/2023 12:52 PM
2076	internet speed, technical challenges	6/26/2023 12:52 PM
2077	Internet speed (mostly of my clients but sometimes my own)	6/26/2023 12:51 PM
2078	Internet access	6/26/2023 12:51 PM
2079	sessions often freeze or get broken up due to connectivity issues	6/26/2023 12:51 PM
2080	none	6/26/2023 12:51 PM
2081	very few	6/26/2023 12:51 PM
2082	None	6/26/2023 12:51 PM
2083	Internet Speed	6/26/2023 12:51 PM
2084	Sometimes connections (on my end or the client's) are an issue	6/26/2023 12:51 PM
2085	Episoically slow Internet speed	6/26/2023 12:51 PM
2086	Freezing/client low internet speed	6/26/2023 12:51 PM
2087	Client unable to afford internet access	6/26/2023 12:51 PM
2088	Wi-Fi problems with some clients that affect video quality	6/26/2023 12:51 PM
2089	internet sometimes can be a problem for me or for clients	6/26/2023 12:51 PM
2090	Occasional freezing on platform	6/26/2023 12:51 PM
2091	Patients internet connection sometimes causes disruption of video services	6/26/2023 12:51 PM
2092	Speed and connection reliability	6/26/2023 12:50 PM
2093	Internet	6/26/2023 12:50 PM
2094	Once in a long while the internet goes down	6/26/2023 12:50 PM
2095	internet speed of recipient	6/26/2023 12:50 PM
2096	100	6/26/2023 12:50 PM
2097	No barriers	6/26/2023 12:50 PM
2098	Speed,	6/26/2023 12:50 PM
2099	none	6/26/2023 12:50 PM
2100	when working from home..poor connection	6/26/2023 12:50 PM
2101	In elderly immigrant population internet access	6/26/2023 12:50 PM
2102	Unable to doing mental health testing (computeized or paper/pencil); patient interuptions; lack of privacy; subtle indicators not obvious	6/26/2023 12:50 PM
2103	Varying internet	6/26/2023 12:49 PM
2104	Poor client internet connectivity	6/26/2023 12:49 PM
2105	This can sometimes be an issue but most people since pandemic has solid internet access	6/26/2023 12:49 PM
2106	spectrum	6/26/2023 12:49 PM
2107	occasional problems with access but not big issue	6/26/2023 12:49 PM
2108	Both sides need strong Wi-Fi and sometimes only I have it	6/26/2023 12:49 PM
2109	Internet speed, tech ology disruptions	6/26/2023 12:49 PM
2110	Sometimes screen will freeze briefly due to internet issues on either side.	6/26/2023 12:49 PM
2111	Pt's wi-fi signal occasionally is interrupted	6/26/2023 12:49 PM
2112	Internet used to be slow but I have sought improvements	6/26/2023 12:49 PM

2113	internet speed has been tough.	6/26/2023 12:48 PM
2114	Internet speed, poor connectivity at times	6/26/2023 12:48 PM
2115	Wi-Fi service	6/26/2023 12:48 PM
2116	internet speed	6/26/2023 12:48 PM
2117	Some telehealth platforms require significant bandwidth causing phones to overheat during session.	6/26/2023 12:48 PM
2118	Slow or no internet connection	6/26/2023 12:48 PM
2119	none	6/26/2023 12:48 PM
2120	sometimes software issues	6/26/2023 12:48 PM
2121	glitchy video & audio at times	6/26/2023 12:48 PM
2122	Occasional internet connectivity issues	6/26/2023 12:47 PM
2123	Yes	6/26/2023 12:47 PM
2124	internet speed	6/26/2023 12:47 PM
2125	necessity of high quality internet	6/26/2023 12:47 PM
2126	Broadband access, slow wifi connections etc	6/26/2023 12:47 PM
2127	Internet connectivity can be inconsitent	6/26/2023 12:47 PM
2128	Video platform	6/26/2023 12:47 PM
2129	definitely internet connection	6/26/2023 12:47 PM
2130	Patient relectunce	6/26/2023 12:47 PM
2131	Some internet speed or weather not much	6/26/2023 12:47 PM
2132	Glitchy at times: speed, images freezing, out of stnc	6/26/2023 12:47 PM
2133	Patient wifi strength	6/26/2023 12:47 PM
2134	None	6/26/2023 12:47 PM
2135	None	6/26/2023 12:47 PM
2136	Poor connection	6/26/2023 12:47 PM
2137	Internet speed in rural areas	6/26/2023 12:47 PM
2138	Internet disconnects	6/26/2023 12:47 PM
2139	Weak wifi	6/26/2023 12:46 PM
2140	Internet outages	6/26/2023 12:46 PM
2141	Dropped video call	6/26/2023 12:46 PM
2142	minimal to none	6/26/2023 12:46 PM
2143	Xfinity. I don't know the speed	6/26/2023 12:46 PM
2144	broadband	6/26/2023 12:46 PM
2145	None	6/26/2023 12:46 PM
2146	rural areas having poor internet	6/26/2023 12:46 PM
2147	Internet speed rarely interrupts session	6/26/2023 12:46 PM
2148	Sometimes my client's connection is slow/poor and interferes with the session	6/26/2023 12:46 PM
2149	Client's internet speed or connectivity	6/26/2023 12:45 PM
2150	internet speed/stability	6/26/2023 12:45 PM

2151	Bandwidth limitations for my patients	6/26/2023 12:45 PM
2152	Lose telephone contact	6/26/2023 12:45 PM
2153	None	6/26/2023 12:45 PM
2154	none	6/26/2023 12:45 PM
2155	OK	6/26/2023 12:45 PM
2156	Interruptions from screens/apps freezing.	6/26/2023 12:45 PM
2157	Internet speed	6/26/2023 12:44 PM
2158	Poor internet connection, outages	6/26/2023 12:44 PM
2159	Wi-Fi issues	6/26/2023 12:44 PM
#	SELECTED TELEHEALTH PLATFORM (PLEASE LIST ANY SOFTWARE WHICH HAS BEEN A BARRIER)	DATE
1	Currently using free Zoom account which limits time	7/24/2023 8:08 AM
2	None	7/24/2023 7:58 AM
3	no barrier	7/23/2023 9:25 PM
4	Zoom is great because HIPAA compliant with BAA	7/23/2023 12:50 PM
5	I had to pay extra for HIPAA compliant platform	7/22/2023 10:25 PM
6	Psychology Today	7/22/2023 3:13 PM
7	Zoom	7/22/2023 11:14 AM
8	I have best luck with Zoom. It is what most people are most familiar with.	7/22/2023 9:54 AM
9	Difficulty with platform offered by Psychology Today	7/22/2023 6:53 AM
10	My Chart/Zoom, Doximity	7/21/2023 3:25 PM
11	When zoom needs to be updated, people are delayed to sessions	7/21/2023 7:00 AM
12	Doxy.me	7/20/2023 4:03 PM
13	Simple Practice had very poor connection	7/20/2023 3:24 PM
14	Doxy.me; occasional audio & video disruptions. Partly due to pt means of connecting e.g. connecting with phone instead of computer.	7/20/2023 2:17 PM
15	None	7/20/2023 11:29 AM
16	Zoom	7/20/2023 10:02 AM
17	Therapy portal	7/20/2023 9:21 AM
18	Teams	7/20/2023 9:09 AM
19	None	7/19/2023 9:35 PM
20	None	7/19/2023 3:36 PM
21	software that does not allow the user to expand windows is an Accessibility Barrier. Software that uses a continuous link may be a Privacy barrier.	7/19/2023 3:23 PM
22	not sure what is HIPAA compliant	7/19/2023 3:07 PM
23	none	7/19/2023 2:13 PM
24	Doxy.me	7/19/2023 11:44 AM
25	Zoom	7/19/2023 9:19 AM
26	Zoom can be glitchy- has gotten better; Psych Today platform is good but doesn't have all the features I need	7/19/2023 8:57 AM

27	Hosting problem once	7/19/2023 6:55 AM
28	Doxy.me gets spotty (free version). Kaiser's MyDoctorOnline can have issues too.	7/19/2023 2:49 AM
29	None	7/18/2023 10:40 PM
30	Just getting the pt to use it and feel comfortable.	7/18/2023 10:37 PM
31	None	7/18/2023 9:59 PM
32	Simple practice and zoom	7/18/2023 9:07 PM
33	occasion log in problems-- once streaming it works without problems	7/18/2023 8:00 PM
34	Doxy Me and Pimsy were horrible. Zoom is the best	7/18/2023 6:26 PM
35	8x8. Don't ever use this company.	7/18/2023 5:27 PM
36	This has been an issue in some cases	7/18/2023 4:29 PM
37	Kareo, simple practice (less so)	7/18/2023 1:17 PM
38	Kaiser platform	7/18/2023 1:12 PM
39	zoom	7/18/2023 12:40 PM
40	Doxy.me	7/18/2023 12:39 PM
41	ensuring the platform is secure and confidential	7/18/2023 12:01 PM
42	I usually use zoom and I pay $160 per year for a basic account	7/18/2023 11:06 AM
43	zoom and simple practice	7/18/2023 10:47 AM
44	Some platforms appear to be more consistent than others, but I have had issues w/every platform I have used. I think it's more of a boradnaband issue, butat times the camera doesnt connect or the audio fails and a reboot fixes the issue, so that speaks to me as a software "glitch" issue. Albeit, rare.	7/18/2023 10:22 AM
45	Vsee has had some problems	7/18/2023 10:07 AM
46	Doxy (was impossible for patients) so I switched to Zoom professional	7/18/2023 10:06 AM
47	none	7/18/2023 9:51 AM
48	N/A (I usually use Zoom or Microsoft Teams and both work well)	7/18/2023 9:37 AM
49	yes, some client phones do not work with doximity which is what my clinic uses. they are able to receieve calls but not video	7/18/2023 8:51 AM
50	Therapy Notes	7/18/2023 8:41 AM
51	N/a	7/18/2023 7:57 AM
52	None	7/18/2023 7:48 AM
53	I use Doxy, which for the most part is functional. Occasionally there is lag and rarely it did not work.	7/18/2023 7:41 AM
54	none really	7/18/2023 7:30 AM
55	Doxy.me	7/18/2023 7:28 AM
56	Unknown various platforms	7/18/2023 7:07 AM
57	none	7/18/2023 7:02 AM
58	Simple practice telehealth platform uses more bandwidth than zoom, so sometimes I have to switch to their Hipaa compliant platform	7/18/2023 6:12 AM
59	Simple Practice works well in general. Clients periodically lose their audio and have to close and then reopen their connection	7/18/2023 5:41 AM
60	Android incompatible with Applen computer	7/18/2023 3:39 AM

61	Simple practice has been randomly down at times. Updates don't always work well	7/18/2023 12:11 AM
62	N/A	7/17/2023 11:11 PM
63	zoom; updates automatically take place, essentially breaking what was working	7/17/2023 11:04 PM
64	Zoom (too costly)	7/17/2023 10:39 PM
65	Skype	7/17/2023 10:24 PM
66	Costs of some hipaa platforms	7/17/2023 9:09 PM
67	Zoom not always reliable	7/17/2023 9:07 PM
68	Zoom professional service; I have a Business Associates Agreement from them.	7/17/2023 8:49 PM
69	None	7/17/2023 8:30 PM
70	Zoom/doxie	7/17/2023 8:21 PM
71	Teams is what the company uses. It is challenging to navigate the platform confidentially	7/17/2023 8:09 PM
72	None	7/17/2023 7:54 PM
73	Patients having to download an app to access appts is a problem	7/17/2023 7:53 PM
74	None	7/17/2023 7:41 PM
75	none	7/17/2023 7:30 PM
76	Software associated with EMR platforms which often is confusing or just doesn't work for clients	7/17/2023 7:07 PM
77	None	7/17/2023 6:53 PM
78	Poor quality of picture, sound	7/17/2023 6:45 PM
79	zoom (drops calls)	7/17/2023 6:38 PM
80	doxy.me	7/17/2023 6:32 PM
81	none	7/17/2023 6:05 PM
82	ZOOM FOR HEALTHCARE	7/17/2023 5:41 PM
83	Had problems with Doxy, switched to Zoom	7/17/2023 5:31 PM
84	Zoom	7/17/2023 5:28 PM
85	All about the same with varying inconsistencies.	7/17/2023 5:27 PM
86	Zoom (has generally worked fine; my problems have been with connectivity)	7/17/2023 5:26 PM
87	n/a	7/17/2023 5:12 PM
88	Zoom and Doxy.me have both glitched at times, sudden Zoom updates disrupt scheduled sessions	7/17/2023 5:00 PM
89	used Clocktree.	7/17/2023 4:58 PM
90	Zoom	7/17/2023 4:54 PM
91	My Doctor online , TEAMS for classes	7/17/2023 4:38 PM
92	NA	7/17/2023 4:23 PM
93	None	7/17/2023 4:12 PM
94	The UI of my EMR, Sessions Health, is not very friendly	7/17/2023 4:08 PM
95	People in charge of creating professional addresses don't know the difference between a PhD and MFCC so professionals are listed wit inaccurate credentials. When I pointed this out, they did not correct the errors	7/17/2023 4:03 PM
96	Google Meet, Zoom	7/17/2023 4:03 PM

97	Platform went out of business	7/17/2023 4:01 PM
98	Zoom works reliably. Doxy and SimplePractice were both too unreliable.	7/17/2023 3:43 PM
99	Health Connect	7/17/2023 3:40 PM
100	its confusing	7/17/2023 3:06 PM
101	none	7/17/2023 2:58 PM
102	I have no problem with the platform I use - Secure Video	7/17/2023 2:54 PM
103	Theraplatform	7/17/2023 2:48 PM
104	Most used the VA's proprietary platform, VVC, which works quite well. Wish we could use Zoom as a backup but we aren't allowed.	7/17/2023 2:48 PM
105	At times although infrequently: SimplePractice video issues	7/17/2023 2:46 PM
106	no barriers	7/17/2023 2:39 PM
107	Webex	7/17/2023 2:31 PM
108	I use Doxy.me. Some elderly patients struggle to use it and were happier when we were allowed to use FaceTime	7/17/2023 2:28 PM
109	Doxy	7/17/2023 2:26 PM
110	Q-local which I no longer use	7/17/2023 2:24 PM
111	None	7/17/2023 2:15 PM
112	na	7/17/2023 2:14 PM
113	Zoom dominance has been a barrier	7/17/2023 2:13 PM
114	I use the "Sessions" platform made available by Psychology Today because it is encrypted. I would like to use Zoom, but in order to obtain an encrypted version it is prohibitively expensive.	7/17/2023 2:12 PM
115	I don't know	7/17/2023 2:10 PM
116	simple pratice	7/17/2023 2:01 PM
117	n/a; Zoom for healthcare has been excellent	7/17/2023 1:53 PM
118	none	7/17/2023 1:49 PM
119	briefly used AmWell, not great	7/17/2023 1:49 PM
120	Various	7/17/2023 1:46 PM
121	Doxy me too slow, Zoom took a long time to get bsa	7/17/2023 1:43 PM
122	n/a	7/17/2023 1:41 PM
123	none	7/17/2023 1:29 PM
124	I use "Therapysites" a Paid Subscription Secure Platform	7/17/2023 1:29 PM
125	like my platform of Google Suite which has ABA agreement	7/17/2023 1:27 PM
126	Platform audio, ease for pt use, organization changes platform	7/17/2023 1:25 PM
127	None	7/17/2023 1:22 PM
128	Zoom often has sound issues, link issues.	7/17/2023 1:12 PM
129	N/A	7/17/2023 1:09 PM
130	None. I use simple practice	7/17/2023 1:07 PM
131	Zoom	7/17/2023 1:00 PM
132	IC solutions at placer county jail	7/17/2023 12:57 PM

133	Zoom primarily	7/17/2023 12:57 PM
134	I use Simple Practice for my telehealth platform, infrequently, I lose service and have to call my client during a session	7/17/2023 12:56 PM
135	N/A	7/17/2023 12:55 PM
136	Zoom	7/17/2023 12:54 PM
137	Doxy.me	7/17/2023 12:50 PM
138	Simple Practice	7/17/2023 12:47 PM
139	Zoom with a medical contract	7/17/2023 12:45 PM
140	sometimes the platform malfunctions--delays	7/17/2023 12:44 PM
141	Advancedmd	7/17/2023 12:40 PM
142	Zoom - easiest for clients due to knowledge gained during the pandemic	7/17/2023 12:33 PM
143	Simple practice, WebEx, at times	7/17/2023 12:33 PM
144	Na	7/17/2023 12:32 PM
145	No software have been barriers	7/17/2023 12:32 PM
146	Insurance company requiring a specific platform.	7/17/2023 12:31 PM
147	Zoom tech issues	7/17/2023 12:31 PM
148	Zoom	7/17/2023 12:29 PM
149	None	7/17/2023 12:26 PM
150	HIPAA compliant platforms are not always available or often has a premium cost.	7/17/2023 12:23 PM
151	NextGen	7/17/2023 12:22 PM
152	VSee	7/17/2023 12:17 PM
153	Yes but minimal… trouble logging in, calls getting dropped	7/17/2023 12:16 PM
154	They are expensive to use but helpful to have. There are still bugs and causes issues but nothing is perfect.	7/17/2023 12:16 PM
155	I use Doxyme- patients require google chrome for best acess	7/17/2023 12:07 PM
156	Doxyme	7/17/2023 12:06 PM
157	Teams	7/17/2023 12:06 PM
158	N/a	7/17/2023 12:04 PM
159	Mine has been good, simple practice	7/17/2023 12:00 PM
160	Clients being unfamiliar with Zoom	7/17/2023 11:59 AM
161	HIPAA compliant platforms that are within budget	7/17/2023 11:53 AM
162	Zoom, Doxy, therapyportal	7/17/2023 11:45 AM
163	Google Meet HiPPA Compliant works very well.	7/17/2023 11:44 AM
164	Facetime	7/17/2023 11:41 AM
165	Microsoft teams	7/17/2023 11:41 AM
166	Zoom	7/17/2023 11:35 AM
167	Zoom, Therapynotes.com	7/17/2023 11:34 AM
168	Doxy.me	7/17/2023 11:30 AM
169	Have established business agreements with multiple platforms in order to minimize downtime. If one specific platform is not working.	7/17/2023 11:29 AM

170	Zoom	7/17/2023 11:27 AM
171	none	7/17/2023 11:22 AM
172	secure zoom and microsoft TEAMS and phone	7/17/2023 11:19 AM
173	N/A	7/17/2023 11:18 AM
174	Simple Practice doesn't allow recording of sessions	7/17/2023 11:17 AM
175	Sessions	7/17/2023 11:17 AM
176	Some difficulties with lag using Doxy.me, Zoom has been quite reliable	7/17/2023 11:17 AM
177	Cerner Millenium, Athena, Qure4u	7/17/2023 11:15 AM
178	Doxy	7/17/2023 11:12 AM
179	Zoom at the beginning of the pandemic really struggled but came on best above all else. I used to use Doxy but their early implementation was not enough to deal with demand and I haven't gone back since.	7/17/2023 11:12 AM
180	Zoom, Doxy, Google Meet	7/17/2023 11:09 AM
181	simple practice	7/17/2023 11:09 AM
182	I use a platform for notes developed by employer and need an improved platform for visual of patients.	7/17/2023 11:07 AM
183	none	7/17/2023 11:03 AM
184	Simple Practice	7/17/2023 11:00 AM
185	Zoom, therapynotes	7/17/2023 11:00 AM
186	none	7/17/2023 10:55 AM
187	Would need a secure platform that is hipaa compliant	7/17/2023 10:55 AM
188	None	7/17/2023 10:54 AM
189	None	7/17/2023 10:53 AM
190	PrognoCIS software (provided by medical clinic)	7/17/2023 10:53 AM
191	Psychtoday only a few times out of 20 hours per week since 3 months into pandemic	7/17/2023 10:51 AM
192	Use of EPIC at one worksite, which is complicated and took a while to learn.	7/17/2023 10:50 AM
193	None	7/17/2023 10:49 AM
194	No	7/17/2023 10:48 AM
195	No barriers	7/17/2023 10:48 AM
196	Updos, zoom, remote EMDR	7/17/2023 10:47 AM
197	doxy.me	7/17/2023 10:47 AM
198	None	7/17/2023 10:45 AM
199	Video	7/17/2023 10:45 AM
200	Doxy.me is not as quality audio as zoom on my computer	7/17/2023 10:45 AM
201	None	7/17/2023 10:44 AM
202	I use Simple Practice which is very easy to use	7/17/2023 10:44 AM
203	Therapy notes and zoom	7/17/2023 10:43 AM
204	none	7/17/2023 10:42 AM
205	Good results with Doxy.me	7/17/2023 10:42 AM

206	Vydeo Visit	7/17/2023 10:42 AM
207	Kaiser video visits is terrible	7/17/2023 10:41 AM
208	Trouble using Office Ally as a platform	7/17/2023 10:41 AM
209	EPIC, Cerner	7/17/2023 10:40 AM
210	I use SimplePractice, and it is pretty good but it throttles bandwidth sometimes	7/17/2023 10:39 AM
211	none	7/17/2023 10:39 AM
212	Zoom	7/17/2023 10:38 AM
213	No	7/17/2023 10:38 AM
214	Some clients have a hard time with professional zoom or simple practice	7/17/2023 10:37 AM
215	n/a	7/17/2023 10:37 AM
216	VSee	7/17/2023 10:37 AM
217	not an issue	7/17/2023 10:36 AM
218	VA software isn't that good	7/17/2023 10:36 AM
219	I use the platform on Psychology Today. Sometimes it is a little glitchy.	7/17/2023 10:36 AM
220	not applicable	7/17/2023 10:36 AM
221	None	7/17/2023 10:35 AM
222	Zoom	7/17/2023 10:34 AM
223	Otto, Cox cable	7/17/2023 10:34 AM
224	iOS Xfinity	7/17/2023 10:33 AM
225	Individuals not having the platform downloaded for HIPAA compliant platforms	7/17/2023 10:33 AM
226	None.	7/17/2023 10:33 AM
227	N/A	7/17/2023 10:32 AM
228	doxy.me is a free platform but too glitchy, switched to Zoom for healthcare	7/17/2023 10:32 AM
229	Takes a bit of getting used to for the client (first 2 sessions)	7/17/2023 10:32 AM
230	n/a	7/17/2023 10:32 AM
231	Sometimes Zoom has issues	7/17/2023 10:32 AM
232	Zoom Pro- Many immigrant cts have problem understanding how to use Zoom.	7/17/2023 10:32 AM
233	none	7/17/2023 10:31 AM
234	Microsoft Teams	7/17/2023 10:31 AM
235	Doxy.me	7/17/2023 10:31 AM
236	TherapySites	7/17/2023 10:31 AM
237	Doxy is not always reliable	7/17/2023 10:31 AM
238	Zoom (usually pretty reliable), simple practice (reliable but not as clear of a connection)	7/17/2023 10:30 AM
239	difficult to find HIPAA compliant platform	7/17/2023 10:30 AM
240	Zoom, Google Suite, Doxy	7/17/2023 10:30 AM
241	hipaa compliant zoom	7/17/2023 10:30 AM
242	Client email reminders not being sent (Simple Practice)	7/17/2023 10:29 AM
243	None	7/17/2023 10:29 AM

244	zoom, google meet	7/17/2023 10:29 AM
245	Simple Practice and Zoom	7/17/2023 10:29 AM
246	SimplePractice, Safari	7/17/2023 10:29 AM
247	Doxy has been challenging and inefficient	7/17/2023 10:28 AM
248	None	7/17/2023 9:45 AM
249	Google Meets	7/17/2023 7:09 AM
250	None	7/16/2023 11:58 AM
251	Zoom	7/16/2023 7:39 AM
252	AdvancedMD is a problem for this (our EHR) so we use GoogleMeet	7/15/2023 10:30 PM
253	None	7/15/2023 6:57 PM
254	I use Doxy.me for telehealth. It has improved greatly since March of 2020. Every once in a while there may be trouble with the connection, but it's often quickly corrected.	7/15/2023 8:58 AM
255	None	7/14/2023 10:00 PM
256	zoom / google meets	7/14/2023 7:20 PM
257	Assurances of ownership / access / security of health info during. (Easy for platform manager to join session without participants' knowledge and inability to access subpoenaed records if no longer using that platform without substantial cost to cli ician	7/14/2023 2:29 PM
258	Proprietary platform for OptumServe does not always work	7/14/2023 10:54 AM
259	Occasional problems with EHR video services. Usually a problem with internet access speed on client's side.	7/14/2023 10:50 AM
260	Doxy	7/14/2023 8:50 AM
261	AMD and zoom link	7/13/2023 7:18 PM
262	Youth struggle with logging on if one of their caregivers didn't give them the log in information or forgot it	7/13/2023 6:55 PM
263	Some difficulties with Zoom--both invitations and crowded broadband	7/13/2023 5:14 PM
264	NONE	7/13/2023 1:33 PM
265	Zoom	7/13/2023 11:55 AM
266	Live health	7/13/2023 9:45 AM
267	HIPAA complaint only	7/13/2023 8:58 AM
268	none	7/13/2023 7:15 AM
269	none that I know of	7/12/2023 10:44 PM
270	No issues	7/12/2023 3:25 PM
271	none	7/12/2023 2:53 PM
272	current platform is theranest - overall good but sometimes server issues, updates can cause other problems	7/12/2023 2:47 PM
273	Previously, there would be issues with HIPPA compliant Zoom	7/12/2023 2:17 PM
274	Patient's don't receive the Therapy Notes evites. I have Professional Zoom and evites also are inconsistent. Doxy is usually pretty reliable.	7/12/2023 1:43 PM
275	None	7/12/2023 12:44 PM
276	therapynotes.com	7/12/2023 12:19 PM
277	No	7/12/2023 11:33 AM

278	n/a	7/12/2023 10:49 AM
279	Zoom	7/12/2023 10:43 AM
280	None	7/12/2023 10:43 AM
281	I've used Doxyme and tried others, but for a small practice the costs are pretty prohibitive	7/12/2023 10:14 AM
282	some pts do not know how to use certain apps	7/12/2023 10:07 AM
283	None	7/12/2023 9:30 AM
284	Google Voice is sometimes spotty	7/11/2023 11:37 PM
285	Doxy, mychart video visit	7/11/2023 11:19 PM
286	Doxy	7/11/2023 11:09 PM
287	Doxy was unreliable and difficult	7/11/2023 10:21 PM
288	MS Teams, Kaiser Health Care Anywhere (HCA)	7/11/2023 8:48 PM
289	FaceTime is not HIPPA compliant	7/11/2023 7:27 PM
290	Zoom	7/11/2023 5:54 PM
291	Incompatible hardware or software requirements: Some telehealth platforms may have specific hardware or software requirements that are not universally compatible with all devices or operating systems. For example, a platform may require a certain browser version, specific plugins, or a particular operating system that may not be available on all devices, limiting access for some patients or healthcare providers.	7/11/2023 5:17 PM
292	Zoom	7/11/2023 5:13 PM
293	Zoom	7/11/2023 3:38 PM
294	SecureTelehealth.com	7/11/2023 3:04 PM
295	Zoom and Teladoc (Teladoc is the one that is glitchy and has poor/confusing interface)	7/11/2023 2:57 PM
296	Doxy.com. Safari web browser.	7/11/2023 2:39 PM
297	I have used other providers but have continued to revert to the HIPAA compliant "Zoom" software	7/11/2023 1:24 PM
298	Microsoft Teams	7/11/2023 12:56 PM
299	None	7/11/2023 12:44 PM
300	Some aspects of Better Help	7/11/2023 12:19 PM
301	doxy.me and Google workspace video don't work well	7/11/2023 11:45 AM
302	Zoom	7/11/2023 11:44 AM
303	zoom	7/11/2023 11:42 AM
304	At the beginning of pandemic I used Doxy -- which was horrible. Now I use Zoom, which is so much better.	7/11/2023 10:53 AM
305	Doxy and Theranest (now pay for HIPAA compliant Zoom)	7/11/2023 10:46 AM
306	doxy.me	7/11/2023 10:40 AM
307	N/A	7/11/2023 10:35 AM
308	No problems, I use Doxy.me which is HIPAA compliant and relatively easy to use.	7/11/2023 10:33 AM
309	None	7/11/2023 9:31 AM
310	None in our hospital setting.	7/11/2023 9:26 AM
311	zoom	7/11/2023 8:53 AM
312	i use a hippa certified platform	7/11/2023 8:44 AM

313	DHCS online database used to process my work is terrible.	7/11/2023 8:42 AM
314	EHR secured telehealth is too complicated for clients	7/11/2023 7:59 AM
315	GotoMeeting	7/11/2023 7:17 AM
316	simplepractice	7/11/2023 7:02 AM
317	Zoom for Health Care	7/11/2023 5:53 AM
318	No	7/11/2023 5:48 AM
319	Doxy.me	7/11/2023 5:27 AM
320	Zoom	7/11/2023 5:01 AM
321	None	7/11/2023 4:11 AM
322	Anything that isn't zoom has barriers such that I have chosen zoom.	7/11/2023 3:39 AM
323	Na	7/10/2023 11:48 PM
324	None	7/10/2023 11:43 PM
325	no	7/10/2023 11:42 PM
326	Doxy.me can be glitchy.	7/10/2023 11:35 PM
327	Zoom	7/10/2023 11:18 PM
328	VSee is difficult to navigate	7/10/2023 11:09 PM
329	Psychology Today. Doxy.me didn't work for me.	7/10/2023 10:13 PM
330	None	7/10/2023 9:55 PM
331	None, I use Theranest and it has been easy	7/10/2023 9:37 PM
332	Clients having to access through pt portal	7/10/2023 9:35 PM
333	text capabilities	7/10/2023 9:34 PM
334	EMDR remote; Simple Practice	7/10/2023 9:24 PM
335	Zoom, Qliq	7/10/2023 9:23 PM
336	Connection issues on the LiveHealth platform.	7/10/2023 9:10 PM
337	TheraNest	7/10/2023 9:09 PM
338	Microsoft teams/software within my organization (usually works well)	7/10/2023 8:46 PM
339	N/A	7/10/2023 8:42 PM
340	None	7/10/2023 8:37 PM
341	Simple Practice. Works well	7/10/2023 8:36 PM
342	?	7/10/2023 8:22 PM
343	Some patients have had technical difficulties	7/10/2023 8:00 PM
344	Doxy.me is glitchy	7/10/2023 7:55 PM
345	None	7/10/2023 7:46 PM
346	cost of software	7/10/2023 7:44 PM
347	None	7/10/2023 7:38 PM
348	Platform issues	7/10/2023 7:34 PM
349	Doxy.me which is free to me and patients	7/10/2023 7:31 PM
350	N/A	7/10/2023 7:29 PM

351	VA Video Connect	7/10/2023 7:26 PM
352	My hospital uses Epic and uses MyChart app for telehealth, which can crash if there is an incoming call.	7/10/2023 7:21 PM
353	N/A	7/10/2023 7:20 PM
354	Simple Practice	7/10/2023 7:18 PM
355	Zoom	7/10/2023 7:10 PM
356	None	7/10/2023 7:06 PM
357	N/A	7/10/2023 6:55 PM
358	VA	7/10/2023 6:40 PM
359	None	7/10/2023 6:26 PM
360	Platforms have not been a problem, but I have some confusion about which platforms are acceptable.	7/10/2023 6:26 PM
361	Doxy	7/10/2023 6:09 PM
362	none	7/10/2023 6:06 PM
363	Zoom and phone	7/10/2023 6:02 PM
364	Doxy.me	7/10/2023 5:38 PM
365	Microsoft Teams	7/10/2023 5:37 PM
366	Doxy.me, Zoom (cost)	7/10/2023 5:34 PM
367	the platforms I have used have been good, no issues	7/10/2023 5:22 PM
368	Doxy.me, and zoom.com audio, have occasionally been problematic;	7/10/2023 5:18 PM
369	None	7/10/2023 4:59 PM
370	Zoom professional works well	7/10/2023 4:41 PM
371	Cost of programs for clinician	7/10/2023 4:33 PM
372	SimplePractice	7/10/2023 4:30 PM
373	N/A	7/10/2023 4:29 PM
374	TherapyAppointment uses on platform which does not have great camera adjustment and some dropping	7/10/2023 4:25 PM
375	zoom	7/10/2023 4:07 PM
376	Theranest and Doxy.me work fine	7/10/2023 3:57 PM
377	Simple practice	7/10/2023 3:39 PM
378	Zoom (doxy was terrible quality)	7/10/2023 3:38 PM
379	Doxy and Clocktree were less reliable when I first started. Google Meets has mostly been better	7/10/2023 3:10 PM
380	Limited reliable HIPAA free software.	7/10/2023 2:59 PM
381	Simple practice	7/10/2023 2:53 PM
382	Concern for confidentiality	7/10/2023 2:51 PM
383	None	7/10/2023 2:38 PM
384	zoom has been good, Doxy is spotty	7/10/2023 2:38 PM
385	Simple Practice	7/10/2023 2:34 PM
386	Google Meets	7/10/2023 2:29 PM

387	None	7/10/2023 2:22 PM
388	Simple Practice, DoxyMe was okay but became so laggy as to be unusable	7/10/2023 2:11 PM
389	occasional glitches with Doxy.me platform	7/10/2023 2:10 PM
390	Doxy.me at times cuts out	7/10/2023 2:01 PM
391	no	7/10/2023 1:42 PM
392	doxy.me	7/10/2023 1:33 PM
393	Google meets	7/10/2023 1:25 PM
394	n/a	7/10/2023 1:24 PM
395	NA	7/10/2023 1:20 PM
396	I use doxy.me and I think sometimes it's that software causing poor quality calls as well.	7/10/2023 1:09 PM
397	None	7/10/2023 1:07 PM
398	zoom	7/10/2023 12:48 PM
399	Zoom	7/10/2023 12:45 PM
400	VSee and FaceTime are what are allowed at LAC DMH	7/10/2023 12:40 PM
401	Care Connect: it is difficult for some clients and it does not have features that should be obvious for the practitioner	7/10/2023 12:38 PM
402	Sometimes VSee Messenger and Doxy are unreliable	7/10/2023 12:34 PM
403	None.	7/10/2023 12:28 PM
404	Those that do not guarantee HIPAA compliance	7/10/2023 12:28 PM
405	Zoom	7/10/2023 12:27 PM
406	Doxy	7/10/2023 12:18 PM
407	I use Doxy.me; I think the platform overall has been fine	7/10/2023 12:17 PM
408	Google meet	7/10/2023 12:15 PM
409	None	7/10/2023 12:14 PM
410	Doxy	7/10/2023 12:12 PM
411	no problem	7/10/2023 12:11 PM
412	Psychology Today has occasional problems connecting	7/10/2023 12:09 PM
413	None	7/10/2023 12:00 PM
414	doxy.me is not always reliable; google meet can freeze with more than 5 participants; zoom	7/10/2023 12:00 PM
415	cost requirements of a HIPAA compliant platform	7/10/2023 11:58 AM
416	none	7/10/2023 11:58 AM
417	Zoom - Compliant.	7/10/2023 11:51 AM
418	zoom	7/10/2023 11:44 AM
419	I'm satisfied with the platform I use SimplePractice.	7/10/2023 11:42 AM
420	Zoom; SecureVideo	7/10/2023 11:41 AM
421	zoom	7/10/2023 11:30 AM
422	Issues with "therapy appointment" software	7/10/2023 11:29 AM
423	Zoom	7/10/2023 11:28 AM
424	occasional zoom difficulties	7/10/2023 11:23 AM

425	None	7/10/2023 11:22 AM
426	simple practice, zoom	7/10/2023 11:22 AM
427	Doxie me	7/10/2023 11:21 AM
428	Doxy	7/10/2023 11:18 AM
429	Hipaa compliant zoom	7/10/2023 11:18 AM
430	none	7/10/2023 11:18 AM
431	Doxy.me	7/10/2023 11:18 AM
432	No software barriers to provide quality tele-health psychotherapy	7/10/2023 11:17 AM
433	No barrier; however, I have access to HIPAA/FERPA compliant Zoom through my academic employer.	7/10/2023 11:17 AM
434	Zoom, Simple Practice	7/10/2023 11:16 AM
435	Zoom	7/10/2023 11:13 AM
436	Using Teledoc with no issues	7/10/2023 11:13 AM
437	MS Teams, Doxy	7/10/2023 11:12 AM
438	Families have difficulties logging in or accessing camera	7/10/2023 11:09 AM
439	Included Health app	7/10/2023 11:08 AM
440	none	7/10/2023 11:08 AM
441	Glitches	7/10/2023 11:06 AM
442	Some clients have struggled with Zoom login	7/10/2023 11:06 AM
443	Doxy.me	7/10/2023 11:06 AM
444	No barriers	7/10/2023 11:06 AM
445	The psychology today platform did not work; Doxy was terrible	7/10/2023 11:04 AM
446	Epic MyChart Video Visits have been difficult, Zoom can be difficult; Doximity tends to work well	7/10/2023 11:02 AM
447	virtru	7/10/2023 11:02 AM
448	None	7/10/2023 11:01 AM
449	None	7/10/2023 10:59 AM
450	MyChart access for the patient	7/10/2023 10:58 AM
451	VSee is not a great product - prefer Zoom but company does not use	7/10/2023 10:57 AM
452	We have been using zoom and it has been working well.	7/10/2023 10:57 AM
453	doxy.me	7/10/2023 10:55 AM
454	VSee , zoom	7/10/2023 10:54 AM
455	none so far	7/10/2023 10:54 AM
456	Doxy works well. There is nothing to download.	7/10/2023 10:52 AM
457	None	7/10/2023 10:52 AM
458	simple practice	7/10/2023 10:50 AM
459	doxy did not work well	7/10/2023 10:50 AM
460	Zoom, facetime	7/10/2023 10:49 AM
461	google meets through google professional suite	7/10/2023 10:49 AM

462	None	7/10/2023 10:48 AM
463	Zoom has its limitations at times w/r/t disrupted service.	7/10/2023 10:47 AM
464	Doxy.me and Zoom	7/10/2023 10:47 AM
465	Doxy.me - mostly working, yet sometimes not	7/10/2023 10:44 AM
466	Doxy, which has generally worked well but requires high speed internet and is less good on mobile.	7/10/2023 10:39 AM
467	doxy.me, theranest, simple practice	7/10/2023 10:38 AM
468	None	7/10/2023 10:38 AM
469	None	7/10/2023 10:37 AM
470	Zoom - poor interface between computer and patient phones sometimes	7/10/2023 10:37 AM
471	0	7/10/2023 10:36 AM
472	N/a	7/10/2023 10:35 AM
473	doxy.me	7/10/2023 10:34 AM
474	Zoom and TEAM	7/10/2023 10:34 AM
475	Doxy.me sometimes has difficulty	7/10/2023 10:33 AM
476	Connection can be lost if client receives a call on their phone	7/10/2023 10:33 AM
477	Distractions at home	7/10/2023 10:31 AM
478	None	7/10/2023 10:30 AM
479	None	7/10/2023 10:28 AM
480	Theranest, Zoom, Doxy, Sessions	7/10/2023 10:28 AM
481	Doxy	7/10/2023 10:26 AM
482	Zoom and telephone	7/10/2023 10:25 AM
483	Worry about HIPAA compliant software that is not proprietry	7/10/2023 10:25 AM
484	no barriers	7/10/2023 10:23 AM
485	Epic, Canto, zoom	7/10/2023 10:22 AM
486	none	7/10/2023 10:22 AM
487	Doxy .me	7/10/2023 10:22 AM
488	Having only one telehealth platform that when it is inoperable do to technical difficulties sessions are missed or cut short.	7/10/2023 10:21 AM
489	I use HIPAA compliant Zoom, works well	7/10/2023 10:20 AM
490	Ehr concerns doxyme and jane	7/10/2023 10:20 AM
491	Support from Zoom.	7/10/2023 10:20 AM
492	zoom	7/10/2023 10:18 AM
493	N/A	7/10/2023 10:16 AM
494	Downloading anything, most platforms require a download	7/10/2023 10:15 AM
495	n/a	7/10/2023 10:15 AM
496	None	7/10/2023 10:12 AM
497	They all can be unreliable	7/10/2023 10:12 AM
498	Zoom	7/10/2023 10:11 AM

499	doxy.me	7/10/2023 10:10 AM
500	Simple Practice has worked well	7/10/2023 10:09 AM
501	Microsoft Teams is buggy	7/10/2023 10:09 AM
502	n/a	7/10/2023 10:08 AM
503	TEAMS	7/10/2023 10:08 AM
504	Thera-Link has been a problem	7/10/2023 10:08 AM
505	Zoom	7/10/2023 10:07 AM
506	Zoom	7/10/2023 10:07 AM
507	MS teams	7/10/2023 10:06 AM
508	Zoom- requires paid version for full access, SimplePractice- requires separate app for VC	7/10/2023 10:04 AM
509	Intermittent technical problems	7/10/2023 10:04 AM
510	N/A	7/10/2023 10:03 AM
511	VSee, Doxy.me	7/10/2023 10:03 AM
512	Software updates from zoom	7/10/2023 10:02 AM
513	Zoom for healthcar	7/10/2023 10:00 AM
514	none	7/10/2023 9:59 AM
515	None	7/10/2023 9:59 AM
516	Zoom	7/10/2023 9:59 AM
517	Zoom	7/10/2023 9:59 AM
518	ZOOM	7/10/2023 9:58 AM
519	Zoom	7/10/2023 9:57 AM
520	N/A	7/10/2023 9:57 AM
521	Antiquated co jail- DK names	7/10/2023 9:57 AM
522	none	7/10/2023 9:57 AM
523	No	7/10/2023 9:56 AM
524	in rare moments, the platform doesn't work well with a client	7/10/2023 9:56 AM
525	Zoom	7/10/2023 9:56 AM
526	none	7/10/2023 9:55 AM
527	no barrier here	7/10/2023 9:55 AM
528	I use Doxy.me and like it, but wish the "professional" version was free. Cost is a barrier for me.	7/10/2023 9:55 AM
529	unable to access Zoom via phone	7/10/2023 9:54 AM
530	Simple Practice	7/10/2023 9:54 AM
531	WebEx, Zoom	7/10/2023 9:54 AM
532	Zoom (Non HIPPA- Compliant)	7/10/2023 9:54 AM
533	N/A	7/10/2023 9:53 AM
534	none	7/10/2023 9:53 AM
535	none	7/10/2023 9:53 AM
536	None	7/10/2023 9:53 AM

537	None	7/10/2023 9:52 AM
538	Finding hippaa compliant software	7/10/2023 9:52 AM
539	None	7/10/2023 9:52 AM
540	None	7/10/2023 9:51 AM
541	no major px	7/10/2023 9:51 AM
542	HealthcareAnywhere is terrible and very glitchy	7/10/2023 9:51 AM
543	No issues except for additional costs for hipaa compliant services	7/10/2023 9:51 AM
544	None	7/10/2023 9:50 AM
545	Na	7/10/2023 9:50 AM
546	Zoom	7/10/2023 9:50 AM
547	n/a	7/10/2023 9:50 AM
548	Yes	7/10/2023 9:49 AM
549	Therapy Notes	7/10/2023 9:49 AM
550	None	7/10/2023 8:51 AM
551	Amwell	7/10/2023 8:34 AM
552	Simple practice	7/10/2023 6:14 AM
553	Doxy has been less reliable than Zoom.	7/9/2023 9:13 PM
554	Doxy.me	7/8/2023 11:14 PM
555	Better Help	7/8/2023 3:05 PM
556	Therapyappointment zoom. I use regular zoom now.	7/7/2023 6:02 PM
557	simple practice, spectrum	7/7/2023 9:45 AM
558	None	7/6/2023 4:18 PM
559	mend	7/6/2023 12:58 PM
560	Doxy.me	7/6/2023 11:51 AM
561	I experienced more connectivity difficulties when I used doxy.me in the past.	7/6/2023 11:19 AM
562	None	7/6/2023 10:55 AM
563	VSee has improved over the course of 3 years.	7/6/2023 8:14 AM
564	n/a	7/5/2023 9:27 PM
565	Zoom app takes a lot of space on phones with limited functionality	7/5/2023 1:40 PM
566	none	7/5/2023 1:39 PM
567	VA Video Connect Software issues	7/4/2023 6:11 PM
568	Zoom	7/4/2023 4:20 PM
569	none	7/4/2023 1:50 PM
570	Doxy	7/4/2023 8:16 AM
571	zoom	7/4/2023 7:49 AM
572	Zoom	7/3/2023 9:01 PM
573	None	7/3/2023 6:36 PM
574	MS Teams	7/3/2023 1:14 PM

575	problems with Doxy	7/3/2023 11:59 AM
576	I'm not sure if you mean on my end or the client, but anything that isn't either Zoom or browser based they often can't figure it out	7/3/2023 9:15 AM
577	Started with Simple Practice but Quality of telehealth links was not as good as Zoom so use SP as backup and Zoom as primary	7/3/2023 7:59 AM
578	none	7/3/2023 7:49 AM
579	Stable internet for patients	7/2/2023 7:13 PM
580	Google Meets through Google Workspace is just less amazing and has less features than one might like.	7/2/2023 1:09 PM
581	n/a	7/2/2023 10:49 AM
582	None really	7/1/2023 8:10 PM
583	No complaints	7/1/2023 7:01 PM
584	Sometimes the Kaiser video visit platform has technology issues	7/1/2023 6:19 PM
585	Therapy Notes - requires knowledge of how to sign up for account and navigate various taks	7/1/2023 6:00 PM
586	none	7/1/2023 5:44 PM
587	None	7/1/2023 11:21 AM
588	Kaiser Permanente My Doctor Online, Alma, SimplePractice	6/30/2023 2:22 PM
589	I use VSee, so patient needs appropriate equipment and knowledge of how to access VSee. I receive good support from VSee for myself and the patients	6/30/2023 12:16 PM
590	The cost of Zoom is a barrier but it works great	6/30/2023 11:21 AM
591	some of the secure therapy telehealth platforms work less well when the internet signal strength is not strong. It seems like zoom works most reliably, even when patients are sitting in their car and away from a modem. However I don't use zoom since it's not a secure platform.	6/30/2023 11:06 AM
592	Doxy.me	6/30/2023 10:11 AM
593	none	6/30/2023 9:45 AM
594	n/a	6/30/2023 9:17 AM
595	Compass and Acuity	6/30/2023 7:42 AM
596	simple practice is not as good as zoom	6/29/2023 5:01 PM
597	Zoom	6/29/2023 4:56 PM
598	no barriers	6/29/2023 4:09 PM
599	no experience here	6/29/2023 3:07 PM
600	If Zoom needs to update	6/29/2023 1:44 PM
601	n/a	6/29/2023 12:21 PM
602	none	6/29/2023 12:13 PM
603	N/A	6/29/2023 11:18 AM
604	FaceTime client's preferred	6/29/2023 10:22 AM
605	NA	6/29/2023 9:52 AM
606	VSee doesn't seem to work well with Apple products	6/29/2023 9:06 AM
607	None	6/29/2023 8:43 AM
608	I tried a couple of platforms with unsatisfying results, but when I switched to Zoom, everything worked much, much better.	6/29/2023 1:40 AM

609	doxy.me	6/28/2023 10:45 PM
610	Teams software can be finicky when used cross platforms like Microsoft on an apple product	6/28/2023 9:09 PM
611	None	6/28/2023 8:22 PM
612	MDLive	6/28/2023 5:22 PM
613	Some software does not work well on Edge, Safari. Some clients dont want to use Google Chrome as browser for telehealth video.	6/28/2023 4:51 PM
614	no issues	6/28/2023 4:45 PM
615	I use Doxy.me which is secure and usually works well	6/28/2023 4:31 PM
616	E Clinical Works makes it hard to connect and reconnect.	6/28/2023 4:30 PM
617	Doxy	6/28/2023 4:13 PM
618	Zoom Pro	6/28/2023 4:05 PM
619	none	6/28/2023 3:27 PM
620	N/A	6/28/2023 1:57 PM
621	Doxy.me	6/28/2023 12:36 PM
622	epic EMR	6/28/2023 12:08 PM
623	Zoom appears to be the most stable platform and I have and no problems when using. I have also used SimplePractice and the Psychology Today Session platforms, but these two can be glitchy. Again, I do not know if this is due to the platform itself or to either my broadband service or that of the patient's.	6/28/2023 11:53 AM
624	Google Meet. In the past used TheraNest and Zoom. Zoom worked best but it took more work to create/send Zoom invitations than Google Meet.	6/28/2023 10:45 AM
625	Simple Practice	6/28/2023 10:34 AM
626	Google Meet (with signed HIPAA contract). When client has limited tech or ability I have a release from them to use Zoom, Duo, Skype, FaceTime, Two other medical programs I briefly participated in several years ago and I cannot remember the names, and just a telephone when visual was problematic.	6/28/2023 9:45 AM
627	N/A	6/28/2023 9:44 AM
628	Epic (UC San Diego Health)	6/28/2023 9:36 AM
629	All platforms unstable.	6/28/2023 9:12 AM
630	Doxy is a pain - unreliable.	6/28/2023 8:58 AM
631	Doxy.me	6/28/2023 8:53 AM
632	"Teladoc" I don't know what platform they use	6/28/2023 8:16 AM
633	Zoom, Skype, teams, MHS videoConnect	6/28/2023 7:49 AM
634	Microsoft Teams	6/28/2023 6:46 AM
635	I work at the VA hospital and use their software. CORS can be challenging	6/28/2023 6:34 AM
636	None	6/28/2023 6:15 AM
637	N/A	6/27/2023 10:56 PM
638	Doxy has been spotty.	6/27/2023 10:35 PM
639	We use Zoom at our clinic	6/27/2023 10:04 PM
640	Genesis	6/27/2023 9:25 PM
641	I use Zoom (professional) and it has been useable; groups and classes can be tricky to manage though.	6/27/2023 8:55 PM

642	None	6/27/2023 8:15 PM
643	Vsee requires clients to allow access to all of their personal contacts	6/27/2023 7:34 PM
644	telecare is bad	6/27/2023 6:31 PM
645	Sometimes SimplePractice freezes, but we cannot use FaceTime due to HiPPA compliance issues	6/27/2023 6:23 PM
646	Simple Practice telehealth platform uneven quality	6/27/2023 6:04 PM
647	Doxy is terrible. Zoom is more effective	6/27/2023 5:41 PM
648	None	6/27/2023 5:19 PM
649	EMR systems	6/27/2023 5:17 PM
650	Simple Practice, Microssoft teams	6/27/2023 5:07 PM
651	Zoom	6/27/2023 4:54 PM
652	none	6/27/2023 4:19 PM
653	Doximity	6/27/2023 4:04 PM
654	Doxy.me	6/27/2023 4:02 PM
655	None	6/27/2023 4:01 PM
656	Doxy sometimes works but unreliable at times. I also used Simple Practice platform that works better than doxy but can also be glitchy at times. Zoom HIPPA compliant works best.	6/27/2023 3:43 PM
657	WebEx - Microsoft Teams	6/27/2023 3:38 PM
658	Doxy needs to include background options in video	6/27/2023 3:30 PM
659	Salesforce has been inconsistent	6/27/2023 3:19 PM
660	None	6/27/2023 3:12 PM
661	I use SimplePractice's system, which has only rarely been problematic	6/27/2023 3:12 PM
662	Some devices are incompatible with telehealth approved platforms, which has limited access for certain families.	6/27/2023 3:05 PM
663	n/a	6/27/2023 2:41 PM
664	No barriers	6/27/2023 1:55 PM
665	We use Vidyo connect at work. Sometimes it logs me and the patient out suddenly and we have to rejoin, but fortunately it doesn't happen very often	6/27/2023 1:52 PM
666	I've had a good experience with my telehealth platform	6/27/2023 1:51 PM
667	Doxy.Me	6/27/2023 1:43 PM
668	Zoom and many others are not generally HIPPA	6/27/2023 1:42 PM
669	None	6/27/2023 1:05 PM
670	teams platform can be glitchy	6/27/2023 12:53 PM
671	organization provided TEAMS account	6/27/2023 12:53 PM
672	none	6/27/2023 12:50 PM
673	n/a	6/27/2023 12:45 PM
674	n/a	6/27/2023 12:30 PM
675	since all videoconferencing software now encrypts, why are grubby hands pushing specialty companies?	6/27/2023 12:00 PM
676	0	6/27/2023 11:59 AM

677	clients have difficulty with platform compatibility	6/27/2023 11:52 AM
678	None	6/27/2023 11:50 AM
679	Psychology Today, Doxy	6/27/2023 11:40 AM
680	Not so much here. Connection speed is issue, platform is usually ok	6/27/2023 11:33 AM
681	Doxy.me works well overall. At times it does not work with certain web browsers but we are usual able to remedy that as needed	6/27/2023 11:33 AM
682	PIMSY	6/27/2023 11:32 AM
683	TherapyNotes, AMD	6/27/2023 11:26 AM
684	Zoom for Business	6/27/2023 11:25 AM
685	DOXY - usually reliable	6/27/2023 11:15 AM
686	Teams for making calls.	6/27/2023 11:14 AM
687	No	6/27/2023 11:13 AM
688	None	6/27/2023 11:11 AM
689	File share and screen share options when clients are using mobile devices	6/27/2023 10:59 AM
690	I love Doxy.me confidential telehealth program easy for patients to use	6/27/2023 10:44 AM
691	Expense of Platform	6/27/2023 10:29 AM
692	Amwell (the platform integrated into our hospital's EMR) is not well setup for behavioral health care - no interactive features, gets interrupted if the patient gets another phone call	6/27/2023 10:20 AM
693	Doxy.me	6/27/2023 10:19 AM
694	n/a. VA offers VA Video Connect (VVC); while it has issues they have a team dedicated to troubleshooting and support.	6/27/2023 10:16 AM
695	Simple Practice somes crashes	6/27/2023 10:13 AM
696	none	6/27/2023 10:10 AM
697	None identified	6/27/2023 10:07 AM
698	N/A	6/27/2023 10:02 AM
699	phone to app software has been difficult with some	6/27/2023 10:02 AM
700	Epic Canto is challenging for patients to utilize	6/27/2023 10:01 AM
701	Zoom & Skype	6/27/2023 10:00 AM
702	DoxyMe does not like Safari browsers	6/27/2023 9:56 AM
703	Concern about confidentiality of Zoom and FaceTime, difficult to obtain clear, reassuring answers	6/27/2023 9:39 AM
704	Therapynotes	6/27/2023 9:39 AM
705	sometimes doxy.com is funky and w switch to WhatsApp. I have signed consent forms allowing for this.	6/27/2023 9:37 AM
706	None	6/27/2023 9:37 AM
707	None	6/27/2023 9:28 AM
708	Zoom cost money to have more than a 40 min session	6/27/2023 9:00 AM
709	Zoom	6/27/2023 8:55 AM
710	teams for phone calls and I don't know about video platform - I work at kaiser	6/27/2023 8:52 AM
711	Veterans Video Connect, WebEx	6/27/2023 8:47 AM

712	none	6/27/2023 8:44 AM
713	audio quality with Zoom	6/27/2023 8:42 AM
714	Vsee	6/27/2023 8:42 AM
715	Sometimes there are problems with EPIC software	6/27/2023 8:25 AM
716	No issues	6/27/2023 8:04 AM
717	Psychology Today is not a very good platform, Zoom is really the only HIPAA compliant industry standard.	6/27/2023 8:04 AM
718	Secure video HIPPA Compliant	6/27/2023 7:53 AM
719	VSEE..love it	6/27/2023 7:21 AM
720	No issues	6/27/2023 5:50 AM
721	Simple practice	6/27/2023 5:10 AM
722	BetterHealth platform is inconsistant	6/27/2023 5:01 AM
723	n/a	6/27/2023 4:53 AM
724	sometimes a problem	6/27/2023 4:49 AM
725	Doxy.me, Psychology Today	6/27/2023 4:23 AM
726	Zoom	6/27/2023 1:41 AM
727	None	6/27/2023 1:14 AM
728	sometimes blocks that are on the account are problematic	6/27/2023 1:13 AM
729	NOne	6/27/2023 12:33 AM
730	No concerns	6/27/2023 12:15 AM
731	Zoom	6/26/2023 11:36 PM
732	HealthConnect	6/26/2023 11:33 PM
733	Not user-friendly	6/26/2023 11:31 PM
734	Zoom	6/26/2023 11:26 PM
735	Zoom, doxy.me	6/26/2023 11:12 PM
736	Zoom - I have to pay for it	6/26/2023 11:08 PM
737	VSee and Doxy.Me kept crashing	6/26/2023 10:58 PM
738	Simple Practice	6/26/2023 10:54 PM
739	google meet	6/26/2023 10:52 PM
740	unstable telehealth platform	6/26/2023 10:42 PM
741	Doxy.me	6/26/2023 10:39 PM
742	I use doxy.me because it is easy to use and meets all ethical criteria	6/26/2023 10:16 PM
743	The platform needs to be compatible with smart phones/tablets because most of my clients don't have computers. It's also harder to get clients to use telehealth if it requires them to set up their own account or if they need to have an email address.	6/26/2023 10:16 PM
744	Some platforms have been spotty	6/26/2023 10:11 PM
745	MS Teams; Doxy.me	6/26/2023 10:09 PM
746	Theranest	6/26/2023 10:03 PM
747	many	6/26/2023 9:58 PM
748	Doxy.me, Zoom	6/26/2023 9:52 PM

749	No clarity in which platforms are actually hippa compliant	6/26/2023 9:51 PM
750	Doxy.me is sometimes uneven in quality	6/26/2023 9:51 PM
751	None	6/26/2023 9:45 PM
752	Doxy.me	6/26/2023 9:42 PM
753	All good (used Simple Practice and Doxy.me)	6/26/2023 9:39 PM
754	n/a	6/26/2023 9:38 PM
755	doxy.me screen interface freezing up, additional setups not applicable with in person sessions	6/26/2023 9:37 PM
756	Practice Q	6/26/2023 9:14 PM
757	testing software that can accurately assess certain cognitive skills	6/26/2023 9:14 PM
758	none	6/26/2023 8:56 PM
759	none	6/26/2023 8:54 PM
760	none	6/26/2023 8:53 PM
761	None	6/26/2023 8:34 PM
762	Use Doxy.Me - effective 95% of time, 2 clients need Zoom, had poor doxy connections	6/26/2023 8:34 PM
763	Simple Practice	6/26/2023 8:33 PM
764	VSee is primary platform	6/26/2023 8:28 PM
765	Yes	6/26/2023 8:26 PM
766	Zon	6/26/2023 8:23 PM
767	Doxy	6/26/2023 8:17 PM
768	N/A	6/26/2023 8:14 PM
769	No	6/26/2023 8:01 PM
770	Microsoft teams	6/26/2023 7:57 PM
771	No barriers using Cerner virtual care	6/26/2023 7:44 PM
772	None	6/26/2023 7:43 PM
773	Zoom. (enhanced secure version)	6/26/2023 7:42 PM
774	Doxy.me can have audio disruption with poor internet connection.	6/26/2023 7:19 PM
775	Google meetings, web ex	6/26/2023 7:19 PM
776	Software illiteracy	6/26/2023 7:17 PM
777	N/A	6/26/2023 7:12 PM
778	Psychology Today Sessions server has twice gone down	6/26/2023 7:06 PM
779	Zoom	6/26/2023 7:00 PM
780	Zoom was poor at first, so I switched to Sessions by Psychology Today's is	6/26/2023 7:00 PM
781	Non Hipaa compliant platforms are often used by new providers who don't know how to check.	6/26/2023 6:50 PM
782	Sharing screen not sharing audio, veterans using phone not able to see chat or shared materials, unable to securely save shared documents/tools	6/26/2023 6:43 PM
783	zoom	6/26/2023 6:39 PM
784	None	6/26/2023 6:37 PM
785	Simple Practice. Zoom is difficult to get a HIPAA agreement from.	6/26/2023 6:31 PM

786	Zoom	6/26/2023 6:30 PM
787	N/A	6/26/2023 6:29 PM
788	Zoom	6/26/2023 6:29 PM
789	costs associated with selecting telehealth platforms	6/26/2023 6:29 PM
790	Connection issue with telehealth platform—doxyme	6/26/2023 6:26 PM
791	Kareo/Tebra	6/26/2023 6:23 PM
792	No major barriers all platforms are developed well. HIPAA based ones	6/26/2023 6:21 PM
793	None	6/26/2023 6:15 PM
794	Google meet on Safari , ok on Chrome	6/26/2023 6:13 PM
795	No problem	6/26/2023 6:09 PM
796	none	6/26/2023 6:09 PM
797	none	6/26/2023 6:08 PM
798	Finding a good one	6/26/2023 6:04 PM
799	I use a HIPPA compliant video system that works fine.	6/26/2023 6:00 PM
800	Zoom. Doxy.me	6/26/2023 5:59 PM
801	None so far	6/26/2023 5:57 PM
802	DOXY.ME AND ZOOM	6/26/2023 5:56 PM
803	using doxey.me can be glitchy	6/26/2023 5:55 PM
804	NONE	6/26/2023 5:38 PM
805	They're all that way	6/26/2023 5:29 PM
806	Zoom	6/26/2023 5:27 PM
807	sometimes the platforms can be glitchy	6/26/2023 5:26 PM
808	none	6/26/2023 5:22 PM
809	Zoom	6/26/2023 5:20 PM
810	None	6/26/2023 5:16 PM
811	None	6/26/2023 5:14 PM
812	None	6/26/2023 5:14 PM
813	Therapy notes	6/26/2023 5:12 PM
814	Zoom (encrypted)	6/26/2023 5:11 PM
815	Most work well, issue is knowing which are or aren't HIPAA compliant re security	6/26/2023 5:11 PM
816	none	6/26/2023 5:08 PM
817	VA Video Connect issues with myself or patients.	6/26/2023 5:07 PM
818	google meet	6/26/2023 5:07 PM
819	Finding a platform that doesn't require client to download software or make an account-Elderly friendly	6/26/2023 5:07 PM
820	Valant	6/26/2023 5:01 PM
821	all I've used (Zoom, Doxy)	6/26/2023 4:58 PM
822	I'm satisfied with my HIPAA-compliant platform, Doxy.me	6/26/2023 4:51 PM
823	N/A	6/26/2023 4:48 PM

824	none	6/26/2023 4:48 PM
825	I use Doxy, it works fine and seems more secure than Zoom	6/26/2023 4:45 PM
826	HIPAA compliant platforms vary in their stability with software incompatibility between devices and the platform being an occasional problem	6/26/2023 4:45 PM
827	I use Simple Practice and in 2020-2021 they had tons of issues. Now I almost never have a problem.	6/26/2023 4:45 PM
828	gotomeeting is poor, teams is better, zoom has been king	6/26/2023 4:41 PM
829	Zoom	6/26/2023 4:37 PM
830	general cost/feature value	6/26/2023 4:34 PM
831	Microsoft Teams is less user friendly, zoom and facetime are well received	6/26/2023 4:34 PM
832	Doxy.me was the platform I formerly used and regularly experienced faulty connections.	6/26/2023 4:32 PM
833	No barrier	6/26/2023 4:28 PM
834	N/A	6/26/2023 4:25 PM
835	Simple Practice telehealth platform uses a lot of memory and can be glitchy	6/26/2023 4:23 PM
836	Zoom	6/26/2023 4:22 PM
837	none	6/26/2023 4:22 PM
838	nope Zoom only	6/26/2023 4:22 PM
839	Professional Zoom, Psychology Today portal - sometimes clients' are unable to connect using the link I send especially with Professional Zoom	6/26/2023 4:17 PM
840	None	6/26/2023 4:15 PM
841	Getting clients onto HIPAA compliant platforms off ones they are more familiar with using.	6/26/2023 4:11 PM
842	tis has been ok. I use Doxy.me and it is fine.	6/26/2023 4:10 PM
843	None	6/26/2023 4:06 PM
844	VSee updates and glitches	6/26/2023 4:06 PM
845	Doxy. Inferior quality at times.	6/26/2023 4:04 PM
846	Minimal barriers with my chosen software (SimplePractice and Zoom). Internet-related issues cause software issues/	6/26/2023 4:04 PM
847	SimplePractice	6/26/2023 4:03 PM
848	Teams	6/26/2023 4:03 PM
849	Doxy is great. Theranest is awful	6/26/2023 4:01 PM
850	None	6/26/2023 4:01 PM
851	Very rarely	6/26/2023 4:00 PM
852	yes	6/26/2023 3:59 PM
853	Simple Practice is usually, but not totally dependable.	6/26/2023 3:57 PM
854	Doxy.com	6/26/2023 3:55 PM
855	Doxy, RemotEMDR	6/26/2023 3:51 PM
856	Zoom	6/26/2023 3:51 PM
857	Simple Practice	6/26/2023 3:49 PM
858	Microsoft Teams	6/26/2023 3:49 PM
859	Zoom and Therapy Notes	6/26/2023 3:49 PM

860	Zoom, Psychology today, phone	6/26/2023 3:48 PM
861	Platform Drops	6/26/2023 3:47 PM
862	None	6/26/2023 3:47 PM
863	I primarily use Zoom	6/26/2023 3:45 PM
864	None	6/26/2023 3:43 PM
865	Google meet	6/26/2023 3:42 PM
866	none	6/26/2023 3:41 PM
867	Not everyone is savvy enough to access the platform.	6/26/2023 3:40 PM
868	Doxyme	6/26/2023 3:39 PM
869	Doxy.me + Simple Practice had had issues; Zoom pro has been most stable	6/26/2023 3:39 PM
870	dk which platforms they use	6/26/2023 3:38 PM
871	none	6/26/2023 3:37 PM
872	none	6/26/2023 3:36 PM
873	Hospital is phasing out Zoom, Microsoft Teams is harder to navigate for patients	6/26/2023 3:36 PM
874	None	6/26/2023 3:35 PM
875	Psychology Today	6/26/2023 3:35 PM
876	Therapy Notes has there owe platform.	6/26/2023 3:35 PM
877	MDLive	6/26/2023 3:32 PM
878	Geriatric pts don't always find using smart phones easy to navigate more than just calling	6/26/2023 3:31 PM
879	Lower cost encrypted platforms are not always reliable	6/26/2023 3:31 PM
880	KP My Doctor Online connection issues	6/26/2023 3:31 PM
881	I work for Kaiser, so our software is pretty reliable.	6/26/2023 3:30 PM
882	no platform-specific barriers	6/26/2023 3:30 PM
883	Zoom	6/26/2023 3:29 PM
884	finding a HIPAA platform that is reliable	6/26/2023 3:29 PM
885	Simple practice	6/26/2023 3:28 PM
886	NA	6/26/2023 3:28 PM
887	I pay for a reliable platform	6/26/2023 3:27 PM
888	Lack of free/affordable technology for measurement based care and exchanging workbooks, homework, etc.	6/26/2023 3:27 PM
889	NONE	6/26/2023 3:26 PM
890	All require learning new skills, especially for older clinicians.	6/26/2023 3:23 PM
891	Some are not technically HIPAA compliant due to no BAA although they are still encrypted or otherwise safe	6/26/2023 3:23 PM
892	Google Meet and Doxy.me have had glitches. Have great results with Zoom	6/26/2023 3:21 PM
893	Doxy has not been a good product for me. I like Simple Practice a lot.	6/26/2023 3:21 PM
894	Undecided on what is the most appropriate.	6/26/2023 3:18 PM
895	None	6/26/2023 3:16 PM
896	Inconsistency	6/26/2023 3:15 PM

897	8x8 meet would sometimes have connectivity issues	6/26/2023 3:14 PM
898	VSee has been terrible, but it's one of the few HIPAA compliant platforms. Main option used for our organization.	6/26/2023 3:13 PM
899	Zoom	6/26/2023 3:11 PM
900	Software has been almost flawless.	6/26/2023 3:10 PM
901	NA	6/26/2023 3:07 PM
902	None	6/26/2023 3:06 PM
903	none, my setting has strict security measures so it's a challenge to get telehealth platforms approved	6/26/2023 3:06 PM
904	N/A	6/26/2023 3:05 PM
905	n/a	6/26/2023 3:05 PM
906	Thera-Link	6/26/2023 3:05 PM
907	VA VVC software	6/26/2023 3:03 PM
908	none, they've all worked well for me	6/26/2023 3:03 PM
909	I use Doxy.me Pro which charges a monthly fee and is ok.	6/26/2023 3:03 PM
910	Periodic (once or twice a month) internet signal issues	6/26/2023 3:03 PM
911	None	6/26/2023 3:01 PM
912	Zoom pro is at times glitchy	6/26/2023 3:01 PM
913	Zoom- medical	6/26/2023 2:59 PM
914	no barriers	6/26/2023 2:58 PM
915	Zoom	6/26/2023 2:58 PM
916	None	6/26/2023 2:57 PM
917	Doxy can be glitchy	6/26/2023 2:56 PM
918	some platforms (like Therapy Notes) can't do couples therapy when the clients are on separate devices	6/26/2023 2:56 PM
919	SimplePractice platform issues	6/26/2023 2:53 PM
920	None-FaceTime only	6/26/2023 2:52 PM
921	doxy has been a barrier	6/26/2023 2:52 PM
922	Doxy Me-often shuts down	6/26/2023 2:51 PM
923	Zoom - no problems	6/26/2023 2:50 PM
924	Doxy.me	6/26/2023 2:49 PM
925	none	6/26/2023 2:48 PM
926	Doxy freeze	6/26/2023 2:47 PM
927	I use zoom and this has not been a problem.	6/26/2023 2:47 PM
928	Doxy was not strong enough- lots of connection issues	6/26/2023 2:46 PM
929	NA	6/26/2023 2:46 PM
930	Expense - Doxyme	6/26/2023 2:42 PM
931	none	6/26/2023 2:35 PM
932	None	6/26/2023 2:35 PM
933	VSee works ok; also have used Doxy	6/26/2023 2:35 PM

934	None	6/26/2023 2:32 PM
935	none	6/26/2023 2:31 PM
936	All	6/26/2023 2:29 PM
937	All have issues at some points. Google Meet doesn't work for me ever but works for others.	6/26/2023 2:26 PM
938	VSee is more sensitive to internet issues than Zoom	6/26/2023 2:26 PM
939	Zoom	6/26/2023 2:26 PM
940	None	6/26/2023 2:25 PM
941	TEAMS	6/26/2023 2:25 PM
942	Cost of telehealth platforms, platforms unable to connect to multiple people at once for couples therapy	6/26/2023 2:24 PM
943	Advanced MD	6/26/2023 2:23 PM
944	Zoom, VSee	6/26/2023 2:22 PM
945	Zoom	6/26/2023 2:22 PM
946	Not significant	6/26/2023 2:21 PM
947	If doing couples or family therapy, accessibility for multiple guests	6/26/2023 2:20 PM
948	doxy.me was inconsistent at outset of pandemic, better now	6/26/2023 2:20 PM
949	Crashes/updates to 8x8	6/26/2023 2:19 PM
950	Doxy Me	6/26/2023 2:17 PM
951	Athena	6/26/2023 2:15 PM
952	doxy	6/26/2023 2:14 PM
953	Facetime is the best. I have had issues with Zoom	6/26/2023 2:14 PM
954	No barriers	6/26/2023 2:12 PM
955	Simplepractice	6/26/2023 2:11 PM
956	I use Zoom and it's been fine.	6/26/2023 2:11 PM
957	Have used Doxy successfully	6/26/2023 2:10 PM
958	None	6/26/2023 2:09 PM
959	I know I need to switch OFF Zoom by August - haven't yet selected an alternate platform.	6/26/2023 2:09 PM
960	Teams, Zoom (rarely)	6/26/2023 2:08 PM
961	None on Zoom that is encrypted by my university	6/26/2023 2:08 PM
962	None	6/26/2023 2:06 PM
963	simple practice	6/26/2023 2:06 PM
964	Exdpensive	6/26/2023 2:06 PM
965	occasional software glitches (Good Meet)	6/26/2023 2:05 PM
966	None	6/26/2023 2:05 PM
967	None so far.	6/26/2023 2:04 PM
968	Doxy and Google Meet problems	6/26/2023 2:04 PM
969	Sesdions and sometimes DoxyMe	6/26/2023 2:01 PM
970	none	6/26/2023 2:00 PM

971	None	6/26/2023 1:58 PM
972	SESSIONS	6/26/2023 1:58 PM
973	Zoom for mental health professional	6/26/2023 1:58 PM
974	I use SimplePractice, but I haven't observed any barriers.	6/26/2023 1:58 PM
975	Doxy and 8x8 have terrible telehealth platforms. Poor video quality that they blame on the user, but that is consistent across users and situations.	6/26/2023 1:58 PM
976	Doxy	6/26/2023 1:57 PM
977	None	6/26/2023 1:57 PM
978	Zoom and Doxy.me work great. FaceTime less so	6/26/2023 1:57 PM
979	CA BOARD NEEDS to authorize apple FaceTime as it does not store data; the others are too expensive for part time practice	6/26/2023 1:56 PM
980	Psychology Today, doxy, zoom	6/26/2023 1:56 PM
981	zoom.. due to time constraints and price for service	6/26/2023 1:55 PM
982	SimplePractice, Zoom	6/26/2023 1:55 PM
983	Zoom	6/26/2023 1:55 PM
984	Doxy.Me	6/26/2023 1:55 PM
985	Doxy.me glitches	6/26/2023 1:54 PM
986	none	6/26/2023 1:53 PM
987	Zoom has been a barrier at times because you have to create an account and some of my clients are not able to do so given their literacy level.	6/26/2023 1:53 PM
988	Software is software -- the GUI can be tricky and annoying. No more a barrier than EHR software.	6/26/2023 1:53 PM
989	Doximity	6/26/2023 1:52 PM
990	zoom can be twitchy with it's hardware interface re: mic's and cameras	6/26/2023 1:52 PM
991	Use professional Zoom, no issues generally.	6/26/2023 1:52 PM
992	None	6/26/2023 1:51 PM
993	I have an Infinity account for Internet access. Microsoft Office for email, and Zoom account to host audio-video meetings. I also work with others hosting on their Microsoft Team, Ring Central, and/or Webex accounts.Teams, thirdly Ring Central and Webex	6/26/2023 1:51 PM
994	None	6/26/2023 1:49 PM
995	VA platform, VVC	6/26/2023 1:49 PM
996	none	6/26/2023 1:49 PM
997	Use of doxy.me sometimes crashes or is slow to low	6/26/2023 1:47 PM
998	none so far -- I mostly use business Zoom (with BAA) -- Doxy can have poor audio quality	6/26/2023 1:47 PM
999	Sometimes Zoom is slow to send the invite	6/26/2023 1:47 PM
1000	Zoom	6/26/2023 1:46 PM
1001	Zoom has been great!	6/26/2023 1:46 PM
1002	The internet service itself (Comcast, Spectrum)	6/26/2023 1:46 PM
1003	None	6/26/2023 1:45 PM
1004	Simple Practice, sometimes there are gliches	6/26/2023 1:45 PM
1005	NA	6/26/2023 1:42 PM

1006	Sometimes glitches with google meets or zoom	6/26/2023 1:41 PM
1007	Video visits through EMR (EPIC, SimplePractice)	6/26/2023 1:40 PM
1008	None	6/26/2023 1:40 PM
1009	none	6/26/2023 1:40 PM
1010	Google Meet, Simple Practice	6/26/2023 1:40 PM
1011	VVC (VA platform) is clunky and hard to use	6/26/2023 1:40 PM
1012	MyChart, difficult to navigate	6/26/2023 1:39 PM
1013	VSee, FaceTime, Zoom	6/26/2023 1:38 PM
1014	Zoom and Doxy have both been good recently, but problematic often in the past	6/26/2023 1:37 PM
1015	N/A	6/26/2023 1:37 PM
1016	Has worked well - no barriers	6/26/2023 1:36 PM
1017	VSEE, AMD	6/26/2023 1:35 PM
1018	I have used Meet and Zoom. Zoom tends to work more consistently	6/26/2023 1:35 PM
1019	VVC - San Francisco VA Medical Center	6/26/2023 1:35 PM
1020	All software works but only with strong internet speed.	6/26/2023 1:35 PM
1021	remotemdr.com	6/26/2023 1:33 PM
1022	None. I use simple practice app for telehealth	6/26/2023 1:32 PM
1023	Simple Practice glitches often	6/26/2023 1:31 PM
1024	None	6/26/2023 1:30 PM
1025	N/A	6/26/2023 1:30 PM
1026	Doxy.me	6/26/2023 1:28 PM
1027	n/a	6/26/2023 1:27 PM
1028	at times my Portal for Therapy Notes doesn't work for seniors and so we find a different secured platform.	6/26/2023 1:26 PM
1029	Google meet glitches	6/26/2023 1:25 PM
1030	I use therapy sites primarily for my practice. Sometimes difficult for patients. Also difficult sending necessary intake paperwork at times.	6/26/2023 1:24 PM
1031	VA video connect	6/26/2023 1:22 PM
1032	Doxyme	6/26/2023 1:21 PM
1033	Zoom. Generally good, but here can be glitches which make communication difficult.	6/26/2023 1:21 PM
1034	In Synch uses zoom which has had few issues. Two years ago I used ICANotes which had some issues. This may have improved though.	6/26/2023 1:21 PM
1035	Minimal to none	6/26/2023 1:20 PM
1036	none	6/26/2023 1:20 PM
1037	Zoom, webex expensive and confusing	6/26/2023 1:19 PM
1038	VA telehealth software is very glitchy	6/26/2023 1:18 PM
1039	Doxy.Me, Zoom	6/26/2023 1:18 PM
1040	N/A	6/26/2023 1:18 PM
1041	Hipaa complaint softwares	6/26/2023 1:18 PM

1042	Use Zoom and have had a good experience	6/26/2023 1:18 PM
1043	All have been OK	6/26/2023 1:17 PM
1044	Some clients' software isn't compliant with the telehealth platform I use	6/26/2023 1:17 PM
1045	None.	6/26/2023 1:17 PM
1046	Occasionally doxyme.com	6/26/2023 1:16 PM
1047	Zoom works well	6/26/2023 1:16 PM
1048	Doxy Pro was too buggy. Zoom Pro with BAA is excellent.	6/26/2023 1:16 PM
1049	Internet	6/26/2023 1:15 PM
1050	Doxy	6/26/2023 1:15 PM
1051	Using Zoom	6/26/2023 1:15 PM
1052	Zoom	6/26/2023 1:14 PM
1053	none	6/26/2023 1:14 PM
1054	wish we had more options for programs that are HIPAA compliant	6/26/2023 1:14 PM
1055	MS Teams	6/26/2023 1:13 PM
1056	Sometimes the Simple Practice telehealth feature is glitchy.	6/26/2023 1:13 PM
1057	All of them. However, they are able to use apps better such as whatsup but these are not approved by my employer.	6/26/2023 1:13 PM
1058	the platforms are becoming more developed and useful	6/26/2023 1:13 PM
1059	Zoom, telecare, therapynotes	6/26/2023 1:12 PM
1060	zoom has been great	6/26/2023 1:12 PM
1061	Na	6/26/2023 1:12 PM
1062	Zoom	6/26/2023 1:11 PM
1063	Vsee Messenger, the app sometime crashes	6/26/2023 1:11 PM
1064	none	6/26/2023 1:11 PM
1065	zoom	6/26/2023 1:10 PM
1066	Zoom, WebEx	6/26/2023 1:09 PM
1067	Zoom. The results have been good.	6/26/2023 1:09 PM
1068	Occasional - Zoom	6/26/2023 1:09 PM
1069	none at present	6/26/2023 1:08 PM
1070	Zoom	6/26/2023 1:08 PM
1071	Free version of Doxy.me--not usable (Paid version is adequate). Zoom--not considered sufficiently secure. Microsoft Teams--difficult for some clients to navigate.	6/26/2023 1:08 PM
1072	Doxy	6/26/2023 1:06 PM
1073	Doxyme sometimes glitches and kicks is off	6/26/2023 1:06 PM
1074	ottohealh	6/26/2023 1:06 PM
1075	Zoom	6/26/2023 1:06 PM
1076	Zoom	6/26/2023 1:06 PM
1077	Simple Practice	6/26/2023 1:05 PM
1078	None	6/26/2023 1:05 PM

1079	I use Doxy.me its OK kind of	6/26/2023 1:05 PM
1080	JaneApp has had technical issues in the past but not currently	6/26/2023 1:05 PM
1081	Patients get confused about the Zoom links or they lose them.	6/26/2023 1:04 PM
1082	Doxy was problematic	6/26/2023 1:04 PM
1083	none	6/26/2023 1:04 PM
1084	doxy.me	6/26/2023 1:04 PM
1085	camera and voice audio too much for hotspots or phones to manage	6/26/2023 1:04 PM
1086	Theranest sometimes has technological glitches	6/26/2023 1:04 PM
1087	Doxy.me (free version) has been great for most patients.	6/26/2023 1:04 PM
1088	n/a	6/26/2023 1:03 PM
1089	None	6/26/2023 1:03 PM
1090	Zoom, it occasionally updates without warning and so sometimes I or the client show up slightly late as a result	6/26/2023 1:03 PM
1091	I used Doxy and Psychology Today's "Sessions" platforms. Both can get significant lag, freeze up, or otherwise get disrupted.	6/26/2023 1:03 PM
1092	Microsoft Teams is glitchy	6/26/2023 1:02 PM
1093	Doxy and zoom	6/26/2023 1:02 PM
1094	MS TEAMS, ZOOM. Google Meet is the best in my experience.	6/26/2023 1:02 PM
1095	Zoom, no barriers	6/26/2023 1:01 PM
1096	Simple Practice - unable to share screen at times during sessions	6/26/2023 1:01 PM
1097	Clients' carriers are out of range.	6/26/2023 1:01 PM
1098	Software programs such as VSee don't always work	6/26/2023 1:00 PM
1099	n/a	6/26/2023 1:00 PM
1100	No issues	6/26/2023 1:00 PM
1101	None	6/26/2023 12:59 PM
1102	N/A	6/26/2023 12:59 PM
1103	None	6/26/2023 12:59 PM
1104	VA Video Connect through the VA for groups	6/26/2023 12:59 PM
1105	Simple Practice	6/26/2023 12:59 PM
1106	Simple practice connection is not consistent	6/26/2023 12:59 PM
1107	Zoom outages	6/26/2023 12:59 PM
1108	none	6/26/2023 12:59 PM
1109	MicrosoftTeams	6/26/2023 12:59 PM
1110	New how to use zoom via my work at UCSF, doxyme has limitations	6/26/2023 12:59 PM
1111	I use Doxy	6/26/2023 12:58 PM
1112	Zoom	6/26/2023 12:58 PM
1113	SimplePractice	6/26/2023 12:58 PM
1114	Doxy	6/26/2023 12:57 PM
1115	None	6/26/2023 12:57 PM

1116	None	6/26/2023 12:57 PM
1117	Zoom, Doxy.me and therapy notes	6/26/2023 12:56 PM
1118	None	6/26/2023 12:56 PM
1119	Doxy used to be more problematic but it has gotten better. Some of my patients prefer Zoom b/c they are more familiar so I have a HIPAA compliant zoom account.	6/26/2023 12:56 PM
1120	Preference to use phone because using old phone with limited access to video platforms.	6/26/2023 12:56 PM
1121	Zoom log-in process	6/26/2023 12:56 PM
1122	zoom has had occasional problems	6/26/2023 12:56 PM
1123	Zoom	6/26/2023 12:55 PM
1124	None	6/26/2023 12:55 PM
1125	n/a	6/26/2023 12:55 PM
1126	Zoom, sessions	6/26/2023 12:55 PM
1127	None	6/26/2023 12:55 PM
1128	Simple Practice, Zoom, DoxyMe	6/26/2023 12:55 PM
1129	None	6/26/2023 12:55 PM
1130	Zoom is the most reliable platform; other platforms (i.e., Google Meet, Webex, Teams) are not always user friendly (per Ct.) and often take up for RAM or bandwidth than the Ct has	6/26/2023 12:55 PM
1131	IntakeQ	6/26/2023 12:54 PM
1132	Spotty performance with Theranest telehealth offering; client issues with WebEx	6/26/2023 12:54 PM
1133	none	6/26/2023 12:54 PM
1134	none	6/26/2023 12:54 PM
1135	Simple	6/26/2023 12:54 PM
1136	None	6/26/2023 12:53 PM
1137	Simple practice app platform can be glitchy, hard to find HIPPA compliant platforms	6/26/2023 12:53 PM
1138	Doxy, Zoom - Zoom has been best, but expensive	6/26/2023 12:53 PM
1139	Doxy.me	6/26/2023 12:53 PM
1140	Google Meet	6/26/2023 12:53 PM
1141	teams	6/26/2023 12:52 PM
1142	Simple practice	6/26/2023 12:52 PM
1143	Doxy is poor quality	6/26/2023 12:52 PM
1144	Doxy.me platform- no barriers encountered	6/26/2023 12:52 PM
1145	We use VVC, which is down at times.	6/26/2023 12:52 PM
1146	Zoom	6/26/2023 12:51 PM
1147	Zoom, secondary is Doxy and Facetime	6/26/2023 12:51 PM
1148	none	6/26/2023 12:51 PM
1149	none	6/26/2023 12:51 PM
1150	None	6/26/2023 12:51 PM
1151	Simple Practice, the video can be murky	6/26/2023 12:51 PM
1152	I use doxy or psychology today	6/26/2023 12:51 PM

1153	Most hippa compliant platforms are not as interactive as zoom. Zoom hippacompliant platform is expensive	6/26/2023 12:51 PM
1154	Zoom, TherapyNotes	6/26/2023 12:50 PM
1155	Clocktree.com	6/26/2023 12:50 PM
1156	No barriers	6/26/2023 12:50 PM
1157	Therapy Notes, doxy	6/26/2023 12:50 PM
1158	none	6/26/2023 12:50 PM
1159	i use doxy and is good	6/26/2023 12:50 PM
1160	Vsee not easily accessible, zoom and google meets easy	6/26/2023 12:50 PM
1161	Zoom	6/26/2023 12:50 PM
1162	None; just making sure choose one that is HIPAA compliant	6/26/2023 12:49 PM
1163	doxy, Valant	6/26/2023 12:49 PM
1164	i like zoom	6/26/2023 12:49 PM
1165	Zoom, Sessions…nothing's perfect	6/26/2023 12:49 PM
1166	Zoom for Professionals	6/26/2023 12:49 PM
1167	None	6/26/2023 12:49 PM
1168	Simple practice has gotten better but had some issues initially.	6/26/2023 12:48 PM
1169	MEND, Zoom	6/26/2023 12:48 PM
1170	Simple practice (telehealth and EHR software) is often problematic and shuts down unexpectedly during sessions at times.	6/26/2023 12:48 PM
1171	SimplePractice has occasional glitches	6/26/2023 12:48 PM
1172	none	6/26/2023 12:48 PM
1173	zoom	6/26/2023 12:48 PM
1174	none	6/26/2023 12:48 PM
1175	Simple Practice	6/26/2023 12:47 PM
1176	Zoom	6/26/2023 12:47 PM
1177	Zoom, face time, phone calls	6/26/2023 12:47 PM
1178	None that I have used	6/26/2023 12:47 PM
1179	nA	6/26/2023 12:47 PM
1180	Doxy	6/26/2023 12:47 PM
1181	GoogleMeet	6/26/2023 12:47 PM
1182	Updated on software	6/26/2023 12:47 PM
1183	None	6/26/2023 12:47 PM
1184	No	6/26/2023 12:47 PM
1185	Zoom and Simple Practice. Sometimes the video and audio breaks up.	6/26/2023 12:46 PM
1186	Simple practice	6/26/2023 12:46 PM
1187	easy	6/26/2023 12:46 PM
1188	None	6/26/2023 12:46 PM
1189	Some patients cannot get Zoom set up on their own	6/26/2023 12:46 PM

1190	Previously used VSee which became unreliable. Business contract with Google allows Google Meet with no problems.	6/26/2023 12:46 PM
1191	I use Google Meet, sometimes people will have access issues	6/26/2023 12:45 PM
1192	Occasional difficulties with HIPPA Zoom platform.	6/26/2023 12:45 PM
1193	Dixie. Me	6/26/2023 12:45 PM
1194	None	6/26/2023 12:45 PM
1195	none	6/26/2023 12:45 PM
1196	OK	6/26/2023 12:45 PM
1197	N/A	6/26/2023 12:45 PM
1198	Zoom for older adults otherwise none	6/26/2023 12:44 PM
#	**HARDWARE/COMPUTER SUPPORT (COMPUTER SPECIFICATIONS, ACCESS TO CAMERAS OR AUDIO EQUIPMENT, ETC.)**	**DATE**
1	None	7/24/2023 7:58 AM
2	no barrier	7/23/2023 9:25 PM
3	access to camera sometimes	7/23/2023 7:40 PM
4	camera and audio quality need to be improved	7/23/2023 12:50 PM
5	I had to buy a webcam, light and special chair and table to be comfortable	7/22/2023 10:25 PM
6	For patients: access to camera, "camera isn't working", picture freezing/lagging and/or audio, if using their phones meeting will freeze if they get a call/can hear if they get a notification if phone is not silenced, access to headphones if needed to ensure confidentiality, Bluetooth headphones disconnecting when processing	7/22/2023 11:14 AM
7	Most devices have a camera, so this has not been a large issue.	7/22/2023 9:54 AM
8	Clients sometimes holding smartphone entire session	7/22/2023 6:53 AM
9	Cell phone or computer with speaker and camera	7/21/2023 3:25 PM
10	as a practicum student, I didn't have funds to access high quality equipment	7/21/2023 1:48 PM
11	Na	7/21/2023 7:00 AM
12	Clt access to fast internet speed or cameras	7/21/2023 6:54 AM
13	Computer and ipad/tablets tend to work best. On the phones people call and then the video and/or audio connection goes out	7/20/2023 4:03 PM
14	Poor quality webcam can be not ideal	7/20/2023 3:24 PM
15	None	7/20/2023 11:29 AM
16	Audio	7/20/2023 9:21 AM
17	Laptop, Camera, head set	7/20/2023 9:09 AM
18	None	7/19/2023 9:35 PM
19	Patient access to telehealth platform via epic	7/19/2023 3:52 PM
20	None	7/19/2023 3:36 PM
21	None, Most people have access to federally funded Phones or Private phone sources or school Ipads.	7/19/2023 3:23 PM
22	none	7/19/2023 2:13 PM
23	older computer or phone with less adequate camera	7/19/2023 9:28 AM
24	Sometimes the audio on my Zoom does not work. There doesn't seem to be a microphone issue and Teams video call works while Zoom does not. This issue occurs randomnly even	7/19/2023 9:19 AM

when the everything is up to date.

25	If I am traveling or at home, I may not have my laptop. Yesterday I noticed some odd issue with my laptop camera...	7/19/2023 8:57 AM
26	Very rare.	7/19/2023 2:49 AM
27	None	7/18/2023 10:40 PM
28	access to cameras	7/18/2023 10:37 PM
29	None	7/18/2023 9:59 PM
30	Hp laptop computer, extra camera	7/18/2023 9:07 PM
31	no issues	7/18/2023 6:26 PM
32	Problematic in some cases.	7/18/2023 4:29 PM
33	Connectivity Issues	7/18/2023 1:34 PM
34	None	7/18/2023 1:17 PM
35	audio not working at times	7/18/2023 12:27 PM
36	sometimes camera(s) do not work NOT due to provider's equipment	7/18/2023 11:26 AM
37	I recently had to upgrade my 9 yo computer to a current one, cost $2400	7/18/2023 11:06 AM
38	Mac book air	7/18/2023 10:47 AM
39	This can happen also, but it's quire rare and typically clients are understanding.	7/18/2023 10:22 AM
40	There have been audio problems	7/18/2023 10:07 AM
41	Windows machines will update and take apart my zoom configurations. I find that zoom actually works most reliably through an iPad app.	7/18/2023 10:06 AM
42	none	7/18/2023 9:51 AM
43	N/A	7/18/2023 9:37 AM
44	Not all clients have a computer	7/18/2023 9:07 AM
45	access to visual/audio equipment	7/18/2023 9:05 AM
46	education for clients for utilizing phone cameras	7/18/2023 8:51 AM
47	Chromebook - access to audio, camera - built in	7/18/2023 8:41 AM
48	N/A	7/18/2023 7:57 AM
49	Computer, microphone, video camera, phone	7/18/2023 7:49 AM
50	None	7/18/2023 7:48 AM
51	no access to a wifi or data-enabled device	7/18/2023 7:45 AM
52	access to phone/Facetime or Zoom	7/18/2023 7:30 AM
53	Audio and video problems with no IT support	7/18/2023 7:07 AM
54	none	7/18/2023 7:02 AM
55	Sometimes it takes a couple of minutes to get the audio working	7/18/2023 6:12 AM
56	Client use of headsets and speakers causes occasional lost time	7/18/2023 5:41 AM
57	Very occasional	7/18/2023 3:39 AM
58	no laptop, only phone access to video calls	7/17/2023 11:45 PM
59	Access to computers or smart phones for patients	7/17/2023 11:11 PM
60	None	7/17/2023 10:39 PM

61	No camera on a computer is rarely an issue	7/17/2023 10:24 PM
62	Speaker / microphone quality	7/17/2023 9:50 PM
63	Tech Savviness for clients	7/17/2023 8:50 PM
64	MacBookPro M1; iPhone 12 attached to top of screen to enlarge my image on the Zoom platform.	7/17/2023 8:49 PM
65	None	7/17/2023 8:30 PM
66	Just have phones	7/17/2023 8:21 PM
67	N/a	7/17/2023 8:09 PM
68	On patient's side	7/17/2023 7:54 PM
69	Good	7/17/2023 7:54 PM
70	None	7/17/2023 7:41 PM
71	Computer specifications for using telehealth platforms, hardware (microphone, camera) not working	7/17/2023 7:31 PM
72	none	7/17/2023 7:30 PM
73	Poor audio quality due to lack of speakers, poor lighting	7/17/2023 7:07 PM
74	Units at my hospital do not have any computer equipment and must check it out from the program office	7/17/2023 6:58 PM
75	Very rare audio problems	7/17/2023 6:53 PM
76	Everythibg has been working okay	7/17/2023 6:32 PM
77	none	7/17/2023 6:05 PM
78	MACBOOK PRO	7/17/2023 5:41 PM
79	Hard to get forms when client using their phone instead of a computer	7/17/2023 5:31 PM
80	older adults not feeling competent to meet online or to learn how	7/17/2023 5:26 PM
81	n/a	7/17/2023 5:12 PM
82	Patients' batteries dying mid-session	7/17/2023 5:00 PM
83	clients had difficulty using their devices	7/17/2023 4:58 PM
84	NA	7/17/2023 4:23 PM
85	None	7/17/2023 4:12 PM
86	Monitor does not have camera	7/17/2023 4:03 PM
87	None	7/17/2023 4:03 PM
88	Client's minimal access to computer	7/17/2023 4:01 PM
89	None	7/17/2023 3:43 PM
90	also confusing	7/17/2023 3:06 PM
91	none	7/17/2023 2:58 PM
92	None	7/17/2023 2:54 PM
93	macbook program	7/17/2023 2:48 PM
94	Our providers have sometimes had problems with their home computers handling VPN connections to our VA hospital network (needed for accessing the medical record system). These would be solved by them getting VA-issued laptops but these are in limited supply for staff and not available to trainees.	7/17/2023 2:48 PM
95	very seldom, only with some clients living in poverty	7/17/2023 2:39 PM

96	I have had AT&T internet interruptions at times	7/17/2023 2:28 PM
97	Updated	7/17/2023 2:24 PM
98	Some devices are more reliable than others (e.g. iphones are notorious for losing audio)	7/17/2023 2:21 PM
99	sometime problems with audio but then use Iphone and that works	7/17/2023 2:15 PM
100	na	7/17/2023 2:14 PM
101	not everyone is technologicaly proficient	7/17/2023 2:12 PM
102	I use an Apple iMac and have had no problems with camera or audio.	7/17/2023 2:12 PM
103	none	7/17/2023 2:01 PM
104	Client access to internet, camera, app, etc.	7/17/2023 1:58 PM
105	inability to access camera/microphone on platform	7/17/2023 1:57 PM
106	I have had some difficulty with client's access to tech options or support that address barriers.	7/17/2023 1:53 PM
107	none	7/17/2023 1:49 PM
108	occasionally issues w audio (speaker, microphone)	7/17/2023 1:49 PM
109	Patients sometimes I have limited access to computers. Teletherapy conducted via smart phone I find less effective.	7/17/2023 1:46 PM
110	Computer mic not sensitive enuf if I turn my head to side	7/17/2023 1:43 PM
111	n/a	7/17/2023 1:41 PM
112	none	7/17/2023 1:29 PM
113	No issues	7/17/2023 1:29 PM
114	Monitor, headset, camera and audio equipment	7/17/2023 1:24 PM
115	None	7/17/2023 1:22 PM
116	Camera and audio equipment issues for patients.	7/17/2023 1:12 PM
117	Don't remember	7/17/2023 1:11 PM
118	Not for me	7/17/2023 1:09 PM
119	None	7/17/2023 1:07 PM
120	My office has had only 20% of the internet speed that the Cable Co. said they were providing and I had to buy a new computer to properly use Zoom	7/17/2023 1:00 PM
121	N/A	7/17/2023 12:55 PM
122	I am a MacBook Pro user and work with the built in speaker, mic, and camera.	7/17/2023 12:50 PM
123	This is probably the most problematic.	7/17/2023 12:47 PM
124	no problems for me or the clients	7/17/2023 12:45 PM
125	When someone isn't at home	7/17/2023 12:44 PM
126	Mac	7/17/2023 12:40 PM
127	Some laptop/desktops not as compatible with certain software. But this may be my own lack of technical knowledge	7/17/2023 12:33 PM
128	Must own a higher ram computer	7/17/2023 12:32 PM
129	None	7/17/2023 12:32 PM
130	access	7/17/2023 12:31 PM
131	MacBook Air	7/17/2023 12:29 PM

132	Occasionally unable to access camera.	7/17/2023 12:28 PM
133	None	7/17/2023 12:26 PM
134	Hardware and computer support	7/17/2023 12:20 PM
135	some individuals do not have a camera on their devices or have access to a smart phone or computer/laptop/tablet	7/17/2023 12:16 PM
136	This had been a problem in the beginning but not now	7/17/2023 12:07 PM
137	IT support	7/17/2023 12:06 PM
138	N/a	7/17/2023 12:04 PM
139	microphone issues	7/17/2023 12:01 PM
140	No problem	7/17/2023 12:00 PM
141	Yes	7/17/2023 12:00 PM
142	Cameras not functioning on clients' computers	7/17/2023 11:59 AM
143	I have upgraded my computers and use an external webcam and microphone to improve quality	7/17/2023 11:57 AM
144	cameras and audio struggles	7/17/2023 11:54 AM
145	Access to video for clients	7/17/2023 11:46 AM
146	Client's lack of access to hardware	7/17/2023 11:41 AM
147	Access to camera and computer	7/17/2023 11:41 AM
148	Some clients lack access	7/17/2023 11:40 AM
149	Patients often don't have devices or have technical issues	7/17/2023 11:35 AM
150	Issues with turning on cameras/allowing access to cameras during telehealth sessions.	7/17/2023 11:34 AM
151	HP, Apple and Dell all equipped with camera and audio	7/17/2023 11:34 AM
152	occasional technical issues but minimal	7/17/2023 11:30 AM
153	older patients often not tech savvy can be a problem, younger people not so much	7/17/2023 11:30 AM
154	No issues.	7/17/2023 11:29 AM
155	microphone and video camera issues	7/17/2023 11:28 AM
156	None	7/17/2023 11:27 AM
157	none	7/17/2023 11:22 AM
158	camera, audio, etc	7/17/2023 11:19 AM
159	devices	7/17/2023 11:19 AM
160	N/A	7/17/2023 11:18 AM
161	iMac desktop and laptop w/ audio/visual capabilities	7/17/2023 11:17 AM
162	None	7/17/2023 11:17 AM
163	Technical knowledge of how to troubleshoot camera/audio/share features	7/17/2023 11:12 AM
164	I see a lot of people struggle with figuring out their airpods (sometimes important for privacy); they frequently can't get them to pair or unpair	7/17/2023 11:12 AM
165	Client access to computer or good internet	7/17/2023 11:09 AM
166	I use Apple products and find them easiest. I have not done telehealth in CA	7/17/2023 11:07 AM
167	none	7/17/2023 11:03 AM
168	Laptop	7/17/2023 11:00 AM

169	Forensic evaluations at lawyer's offices often limited	7/17/2023 10:56 AM
170	one	7/17/2023 10:55 AM
171	Have the hardware for this	7/17/2023 10:55 AM
172	I see an older population who at times have difficulty with the technology.	7/17/2023 10:55 AM
173	None	7/17/2023 10:54 AM
174	None	7/17/2023 10:53 AM
175	n/a	7/17/2023 10:53 AM
176	None	7/17/2023 10:50 AM
177	None	7/17/2023 10:49 AM
178	No	7/17/2023 10:48 AM
179	No barriers	7/17/2023 10:48 AM
180	Dell laptop w/video	7/17/2023 10:47 AM
181	nebrown	7/17/2023 10:47 AM
182	None	7/17/2023 10:45 AM
183	Computer, though hardware is not an issue	7/17/2023 10:45 AM
184	I have expensive CPU that does not always deliver quality audio regardless of platform	7/17/2023 10:45 AM
185	None	7/17/2023 10:44 AM
186	Webcam mounted	7/17/2023 10:43 AM
187	none	7/17/2023 10:42 AM
188	Don't have computer that would work with this (both myself and clts)	7/17/2023 10:42 AM
189	no problem	7/17/2023 10:42 AM
190	Access to cameras	7/17/2023 10:40 AM
191	Problems with audio for myself and clients	7/17/2023 10:40 AM
192	Some clients don't have access to high end equipment	7/17/2023 10:40 AM
193	Sometimes microphones will mute the other person when I make any sound, which then makes it impossible to hear the person if there is background noise	7/17/2023 10:39 AM
194	none	7/17/2023 10:39 AM
195	Patients only have mobile phones, so challenging to share screen	7/17/2023 10:38 AM
196	After switching to telehealth during the pandemic, my tablet/laptop I used couldn't support the amount of video calls and stopped working so I had to buy a new laptop.	7/17/2023 10:38 AM
197	No	7/17/2023 10:38 AM
198	n/a	7/17/2023 10:37 AM
199	client access	7/17/2023 10:37 AM
200	Video and audio quality	7/17/2023 10:36 AM
201	not an issue	7/17/2023 10:36 AM
202	None	7/17/2023 10:36 AM
203	No main problems, just sometimes people sometimes don't realize their camera is blocked.	7/17/2023 10:36 AM
204	not applicable	7/17/2023 10:36 AM
205	I could use a new computer, my macbook is aging out	7/17/2023 10:36 AM

206	None	7/17/2023 10:35 AM
207	Lack of access to camera, lack of access to support for connection issues	7/17/2023 10:35 AM
208	Client access to hardward	7/17/2023 10:35 AM
209	Cameras	7/17/2023 10:33 AM
210	None.	7/17/2023 10:33 AM
211	heatherbucy	7/17/2023 10:32 AM
212	N/A	7/17/2023 10:32 AM
213	bandwidth issues 5% of the time	7/17/2023 10:32 AM
214	n/a	7/17/2023 10:32 AM
215	Not all patients have access to necessary equipment	7/17/2023 10:32 AM
216	Many low income cts do not have access to computer. Only cell phone.	7/17/2023 10:32 AM
217	difficulty operating hardware, difficulty connecting to video telehealth	7/17/2023 10:31 AM
218	Computer not registering built-in camera and needing to restart often, both for practitioner and patients	7/17/2023 10:31 AM
219	No issues	7/17/2023 10:30 AM
220	Sometimes client's audio/video connections not clear	7/17/2023 10:29 AM
221	none	7/17/2023 10:29 AM
222	UX	7/17/2023 10:29 AM
223	Laptop, desktop	7/17/2023 10:29 AM
224	No barriers	7/17/2023 9:45 AM
225	None	7/17/2023 7:09 AM
226	None	7/16/2023 11:58 AM
227	None	7/15/2023 6:57 PM
228	None	7/15/2023 8:58 AM
229	None	7/14/2023 10:00 PM
230	n/a	7/14/2023 7:20 PM
231	Occasional. Would be great to have access to support dedicated to HIPAA - tech issues and fixes, mbe including occasional short online course and/or updates on changes to provide improved communicating via tech	7/14/2023 2:29 PM
232	Clients with outdated tech	7/14/2023 1:21 PM
233	None	7/14/2023 8:50 AM
234	Bought new computer screen with built in camera	7/13/2023 7:18 PM
235	Patients lacking charged headphones	7/13/2023 6:55 PM
236	NONE	7/13/2023 1:33 PM
237	Expensive equipment	7/13/2023 12:08 PM
238	Camera, microphone	7/13/2023 11:55 AM
239	no issues	7/13/2023 8:58 AM
240	none	7/13/2023 7:15 AM
241	this has not been a barrier	7/12/2023 10:44 PM

242	No issues	7/12/2023 3:25 PM
243	on my end, no issue; had to purchase additional lights. consumer end, lack of knowledge on how to use technology or poor connection on their end	7/12/2023 2:47 PM
244	No problem on my end. Some patients who are not tech savvy may have issues.	7/12/2023 1:43 PM
245	Inmates don't have access to a camera, Mic, and a screen	7/12/2023 1:04 PM
246	None	7/12/2023 12:44 PM
247	Occasional computer updates or software updates when logging on for session	7/12/2023 11:33 AM
248	Patients have had microphone difficulties. Not all mics pic up well, and for some, the use of a headset was a necessity for privacy.	7/12/2023 11:00 AM
249	n/a	7/12/2023 10:49 AM
250	None	7/12/2023 10:43 AM
251	None	7/12/2023 10:43 AM
252	Tech problems with camera and/or lagging	7/12/2023 10:36 AM
253	You need to upgrade if you do a lot of work	7/12/2023 10:14 AM
254	some pts do not know how to use their hardware	7/12/2023 10:07 AM
255	None	7/12/2023 9:30 AM
256	Outdated laptop sometimes does not work	7/11/2023 11:37 PM
257	Quality, battery	7/11/2023 11:19 PM
258	Clients using their cell phones which gets overheated or has unreliable connections	7/11/2023 7:36 PM
259	Clients use phones with poor connection	7/11/2023 7:27 PM
260	Yes!! Sometimes zoom misses music and intonations	7/11/2023 5:54 PM
261	Performance limitations: Outdated computers may lack sufficient processing power, memory, or graphics capabilities required to run resource-intensive telehealth applications smoothly. This can result in slow performance, lagging video/audio, or freezing during telehealth sessions, which can disrupt communication and diminish the quality of care.	7/11/2023 5:17 PM
262	iMac	7/11/2023 3:04 PM
263	N/A	7/11/2023 2:39 PM
264	Sometimes people have difficulty understanding their own computer equipment or how to get the cameras and microphones to work. Sometimes we have done split work where we will use the video to see one another but use a cell phone to hear one another.	7/11/2023 1:24 PM
265	Practice with whatever platform is required	7/11/2023 1:02 PM
266	cameras and audio not working	7/11/2023 12:56 PM
267	None	7/11/2023 12:44 PM
268	NA	7/11/2023 12:19 PM
269	clients with computer access problems	7/11/2023 11:45 AM
270	Issue for patients	7/11/2023 11:39 AM
271	N/A	7/11/2023 10:46 AM
272	N/A	7/11/2023 10:35 AM
273	No problems	7/11/2023 10:33 AM
274	Not usually a barrier	7/11/2023 9:31 AM
275	Parents driving to fast food restaurant to access wifi and want to do therapy in a car.	7/11/2023 9:26 AM

276	Lighting	7/11/2023 9:05 AM
277	audio equipment	7/11/2023 8:53 AM
278	this is a problem for some clients whose computer is broke or no camera	7/11/2023 8:48 AM
279	not an issue	7/11/2023 8:44 AM
280	I use a current model Apple MacBook Pro, so no problems.	7/11/2023 8:42 AM
281	Audio connection	7/11/2023 7:43 AM
282	Occasionally	7/11/2023 7:36 AM
283	Chrome	7/11/2023 7:17 AM
284	Sometimes there are glitches	7/11/2023 7:06 AM
285	mac computer	7/11/2023 7:02 AM
286	some of our families with less money cannot afford alot	7/11/2023 5:53 AM
287	No	7/11/2023 5:48 AM
288	I use IMac, MacBook Air. Clients may be using phone, tablet or PC.	7/11/2023 5:27 AM
289	Cameras, audio, computers are expensive	7/11/2023 5:01 AM
290	None	7/11/2023 4:11 AM
291	Audio equipment	7/11/2023 3:39 AM
292	Na	7/10/2023 11:48 PM
293	No issues	7/10/2023 11:43 PM
294	no	7/10/2023 11:42 PM
295	Sometimes problems with computer.	7/10/2023 11:35 PM
296	Windows 11	7/10/2023 11:18 PM
297	Obama phones do not have video capability or internet data options	7/10/2023 11:09 PM
298	Occasionally a client has computer issues	7/10/2023 10:58 PM
299	I don't have computer support/ on my own.	7/10/2023 10:13 PM
300	None	7/10/2023 9:55 PM
301	I conduct PCIT virtually, and it works very well on telehealth with more access to both parents and benefits of being in their home for treatment with a 2-way mirror (aka computer screen)	7/10/2023 9:37 PM
302	need for upgraded computer	7/10/2023 9:34 PM
303	n/a	7/10/2023 9:24 PM
304	No issues	7/10/2023 8:46 PM
305	N/A	7/10/2023 8:42 PM
306	None	7/10/2023 8:37 PM
307	No issues	7/10/2023 8:36 PM
308	?	7/10/2023 8:22 PM
309	None	7/10/2023 7:46 PM
310	None	7/10/2023 7:38 PM
311	Hardware issues	7/10/2023 7:34 PM
312	Purchased a cam to attach to my lap top	7/10/2023 7:31 PM
313	N/A	7/10/2023 7:29 PM

314	Old hardware	7/10/2023 7:26 PM
315	Hospital equipment is not great, so I mainly use my own devices for telehealth.	7/10/2023 7:21 PM
316	Rarely	7/10/2023 7:20 PM
317	MacBook and lighting	7/10/2023 7:10 PM
318	None	7/10/2023 7:06 PM
319	N/A	7/10/2023 6:55 PM
320	Computer glitches, sometimes the audio or video don't work…	7/10/2023 6:52 PM
321	VA provides these	7/10/2023 6:40 PM
322	None	7/10/2023 6:26 PM
323	No problem	7/10/2023 6:26 PM
324	Access to a computer or tablet; access to a 'smart phone'	7/10/2023 6:09 PM
325	no issues	7/10/2023 6:06 PM
326	Issues for some clients	7/10/2023 5:51 PM
327	Macbook	7/10/2023 5:38 PM
328	Access to camera, access to wifi or data services	7/10/2023 5:37 PM
329	Apple Mac Book Pro 2015	7/10/2023 5:34 PM
330	occasionally need to re-start to get external camera to work	7/10/2023 5:22 PM
331	none	7/10/2023 5:00 PM
332	Costs of VPN, security software	7/10/2023 4:59 PM
333	None	7/10/2023 4:33 PM
334	computers with cameras	7/10/2023 4:30 PM
335	N/A	7/10/2023 4:29 PM
336	None	7/10/2023 4:25 PM
337	Access to Internet	7/10/2023 3:58 PM
338	none	7/10/2023 3:57 PM
339	This sometimes can be a challenge, typically on my patient's end	7/10/2023 3:42 PM
340	camera and audio	7/10/2023 3:39 PM
341	Camera and audio	7/10/2023 3:39 PM
342	Zoom on Mac is awesome!	7/10/2023 3:38 PM
343	Occasional glitches which require workarounds	7/10/2023 3:31 PM
344	Client access to working camera, microphone, etc.	7/10/2023 2:59 PM
345	The need to transport equipment to my office - especially since I work in 2 different locations.	7/10/2023 2:58 PM
346	Mac	7/10/2023 2:53 PM
347	Clients' limited access	7/10/2023 2:49 PM
348	None	7/10/2023 2:38 PM
349	Required new lighting to be seen on video	7/10/2023 2:38 PM
350	client's access to camera, sound etc. on their computer. Causes delays	7/10/2023 2:26 PM
351	No barriers	7/10/2023 2:22 PM

352	2018 macbook Air, ACER document camera	7/10/2023 2:11 PM
353	Sometimes camera is not working so e switch to telephone	7/10/2023 1:47 PM
354	no	7/10/2023 1:42 PM
355	Mac Air	7/10/2023 1:33 PM
356	for patients	7/10/2023 1:26 PM
357	Understanding how software works is sometimes harder for older patients.	7/10/2023 1:24 PM
358	NA	7/10/2023 1:20 PM
359	audio, difficulty hearing some clients.	7/10/2023 1:14 PM
360	Client device problems	7/10/2023 1:12 PM
361	None	7/10/2023 1:07 PM
362	families often use a phone, it is difficult for me to see/hear interactions between participants or for them to see documents I share on the screen.	7/10/2023 1:04 PM
363	getting all the equiptment you need	7/10/2023 1:02 PM
364	Lack of laptop clients	7/10/2023 12:49 PM
365	HIPPA compliant software access	7/10/2023 12:45 PM
366	Patients are not computer literate, don't feel comfortable using it	7/10/2023 12:43 PM
367	n/a	7/10/2023 12:38 PM
368	None	7/10/2023 12:34 PM
369	Lack of access to video camera or laptop	7/10/2023 12:31 PM
370	access to cameras	7/10/2023 12:29 PM
371	No problem.	7/10/2023 12:28 PM
372	Limited or no access to hardware or support	7/10/2023 12:28 PM
373	Access to cameras	7/10/2023 12:26 PM
374	Doxy works best on chrome for me but that may be different for patients.	7/10/2023 12:18 PM
375	I haven't had any major issues with my own hardware or computer support, but some of my clients have (e.g., they couldn't get their camera to work, couldn't get audio to work reliably)	7/10/2023 12:17 PM
376	None	7/10/2023 12:14 PM
377	Not a problem	7/10/2023 12:12 PM
378	no	7/10/2023 12:11 PM
379	Not a problem	7/10/2023 12:09 PM
380	None	7/10/2023 12:00 PM
381	clients using equipment that isn't well-suited	7/10/2023 12:00 PM
382	clients remembering to give a platform access to their mic/video	7/10/2023 12:00 PM
383	none	7/10/2023 11:58 AM
384	none	7/10/2023 11:58 AM
385	Old outdated equipment may be a barriers, but internet speed/Broadband access is by far the primary issue	7/10/2023 11:57 AM
386	Conflicts of using Teams and compatibility with camera and mic on desktop.	7/10/2023 11:53 AM
387	No issues	7/10/2023 11:51 AM
388	needed to get a monitor with camara	7/10/2023 11:46 AM

389	None	7/10/2023 11:42 AM
390	Yes, technical difficulties	7/10/2023 11:40 AM
391	Patient access to cameras	7/10/2023 11:31 AM
392	none	7/10/2023 11:30 AM
393	clients using phone with low battery or low signal	7/10/2023 11:29 AM
394	Technical computer issues.	7/10/2023 11:28 AM
395	Samsung Galaxy Book Pro	7/10/2023 11:28 AM
396	occasional computer memory difficulty	7/10/2023 11:23 AM
397	None	7/10/2023 11:22 AM
398	yes, all	7/10/2023 11:22 AM
399	camera	7/10/2023 11:21 AM
400	Patients using their phones, not sitting still, being in a car.	7/10/2023 11:18 AM
401	none	7/10/2023 11:18 AM
402	Acess to camera	7/10/2023 11:18 AM
403	No hardware barriers to provide quality tele-health psychotherapy	7/10/2023 11:17 AM
404	No problems noted.	7/10/2023 11:17 AM
405	MacBook Pro	7/10/2023 11:16 AM
406	In laptop	7/10/2023 11:13 AM
407	Access to all latest equipment. All work fine	7/10/2023 11:13 AM
408	Families have difficulty with camera/audio	7/10/2023 11:09 AM
409	none	7/10/2023 11:08 AM
410	Occasionally lack of camera device, necessitating a change to telephone	7/10/2023 11:06 AM
411	Computer access in general	7/10/2023 11:02 AM
412	Too small of a visual space (like on cell phones) can hinder interventions like EMDR	7/10/2023 11:02 AM
413	no problems	7/10/2023 11:02 AM
414	None	7/10/2023 11:01 AM
415	Yes	7/10/2023 10:59 AM
416	Clients not updating software	7/10/2023 10:57 AM
417	We are using Apple products and they have been working well for us.	7/10/2023 10:57 AM
418	Sometimes the consumer doesn't have a camera. I think that is poor care to give.	7/10/2023 10:54 AM
419	Access to cameras and audio	7/10/2023 10:53 AM
420	Clients have no hardware access or knowledge of how to use the hardware/software.	7/10/2023 10:53 AM
421	Has not been a problem. People can use cell phones.	7/10/2023 10:52 AM
422	None	7/10/2023 10:52 AM
423	none	7/10/2023 10:50 AM
424	laptop with camera and audio	7/10/2023 10:49 AM
425	None	7/10/2023 10:48 AM
426	Some clients do not have access to computers and/or confidential space to have telehealth	7/10/2023 10:44 AM

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427	Phone vs. iPad vs Laptop	7/10/2023 10:42 AM
428	none	7/10/2023 10:39 AM
429	Clients relying on phones not computer screens	7/10/2023 10:39 AM
430	None	7/10/2023 10:38 AM
431	None	7/10/2023 10:37 AM
432	0	7/10/2023 10:36 AM
433	N/a	7/10/2023 10:35 AM
434	Audio and camera	7/10/2023 10:34 AM
435	If computer is not "cleaned" regularly, it becomes slower	7/10/2023 10:33 AM
436	None	7/10/2023 10:30 AM
437	I bought a computer specific for this. I have one client that can't hear me unless I use a headset	7/10/2023 10:29 AM
438	None	7/10/2023 10:28 AM
439	People often struggle with enabling their cameras and microphones	7/10/2023 10:28 AM
440	Timely computer support	7/10/2023 10:26 AM
441	Clients do not have access	7/10/2023 10:25 AM
442	poor video and audio quality	7/10/2023 10:25 AM
443	none	7/10/2023 10:23 AM
444	computer support	7/10/2023 10:22 AM
445	none	7/10/2023 10:22 AM
446	No issues with hardware	7/10/2023 10:22 AM
447	Sometimes, audio and/or video cuts out	7/10/2023 10:22 AM
448	Client's computers or phones have poor quality camera's or bad microphones.	7/10/2023 10:21 AM
449	Lack of headphones	7/10/2023 10:20 AM
450	Office, Microsoft , dropbox	7/10/2023 10:20 AM
451	Computer and camera specs.	7/10/2023 10:20 AM
452	dell & surface	7/10/2023 10:18 AM
453	Y	7/10/2023 10:17 AM
454	Access is not always available.	7/10/2023 10:16 AM
455	Adequate ram to run the camera and telecom software	7/10/2023 10:16 AM
456	At times, hardware can be a barrier.	7/10/2023 10:16 AM
457	Only having access to a phone is difficult vs a computer	7/10/2023 10:15 AM
458	Phone with a camera (this has been less of a barrier for most)	7/10/2023 10:15 AM
459	n/a	7/10/2023 10:15 AM
460	poor audio	7/10/2023 10:15 AM
461	None	7/10/2023 10:12 AM
462	MacBook Pro	7/10/2023 10:11 AM
463	n/a	7/10/2023 10:10 AM

464	Computer equipment has worked fine	7/10/2023 10:09 AM
465	Microphone is sometime becomes inoperative	7/10/2023 10:09 AM
466	n/a	7/10/2023 10:08 AM
467	Many of my clients do not have good cameras on their phones or do not have computers.	7/10/2023 10:07 AM
468	access to camera/laptop	7/10/2023 10:06 AM
469	Audio/camera issues	7/10/2023 10:05 AM
470	Need to upgrade camera	7/10/2023 10:05 AM
471	Occasional difficulty with audio or video input connecting	7/10/2023 10:05 AM
472	N/A	7/10/2023 10:03 AM
473	None	7/10/2023 10:02 AM
474	Need upgraded equipment and support	7/10/2023 10:00 AM
475	Windows notebook	7/10/2023 10:00 AM
476	none	7/10/2023 9:59 AM
477	Access	7/10/2023 9:59 AM
478	None	7/10/2023 9:59 AM
479	Audio problems	7/10/2023 9:59 AM
480	Laptop	7/10/2023 9:57 AM
481	N/A	7/10/2023 9:57 AM
482	none	7/10/2023 9:57 AM
483	Sometimes people don't have computer hardware to accommodate it, or the knowledge of how to use it. They are daunted by the idea of doing it, so they will turn it down.	7/10/2023 9:57 AM
484	No	7/10/2023 9:56 AM
485	Older phones, patient limit to hardware	7/10/2023 9:56 AM
486	Occasional lack of headphones, which makes audio worse quality	7/10/2023 9:56 AM
487	N/A	7/10/2023 9:56 AM
488	Once in a while there is echoing	7/10/2023 9:56 AM
489	none	7/10/2023 9:55 AM
490	no barrier here	7/10/2023 9:55 AM
491	On occasion, client's have cameras that don't work or audio problems. Also, certain web browsers are better than others which can be a barrier.	7/10/2023 9:55 AM
492	inconsistent access to computer, Zoom	7/10/2023 9:54 AM
493	Some clients have flip phones and conversations need to happen over phone	7/10/2023 9:54 AM
494	Not sure how I'd do this without a techie husband to troubleshoot for me.	7/10/2023 9:54 AM
495	None	7/10/2023 9:54 AM
496	N/A	7/10/2023 9:53 AM
497	none	7/10/2023 9:53 AM
498	Access for families	7/10/2023 9:53 AM
499	Clients don't have access to equipment	7/10/2023 9:53 AM
500	none	7/10/2023 9:53 AM

501	None	7/10/2023 9:53 AM
502	Use a personal laptop with security measures	7/10/2023 9:52 AM
503	Machines getting slow over time	7/10/2023 9:52 AM
504	Phone connection/static over cell phones	7/10/2023 9:52 AM
505	None	7/10/2023 9:52 AM
506	None	7/10/2023 9:51 AM
507	no major px	7/10/2023 9:51 AM
508	Minor issues with audio equipment, but not that impacted sessions to a significant degree	7/10/2023 9:51 AM
509	Some issues with outdated camera	7/10/2023 9:51 AM
510	None	7/10/2023 9:50 AM
511	Na	7/10/2023 9:50 AM
512	External camera, speaker, microphone	7/10/2023 9:50 AM
513	n/a	7/10/2023 9:50 AM
514	None	7/10/2023 8:51 AM
515	Telehealth is as good as my own personal equipment (laptop, camera, microphone), which is not provided by my workplace.	7/9/2023 9:13 PM
516	Dell laptop	7/8/2023 11:14 PM
517	Sometimes with clients but I am usually able to walk them through the process	7/8/2023 3:05 PM
518	Some patients do not have cameras on their computer.	7/7/2023 6:02 PM
519	none	7/6/2023 4:18 PM
520	old hardware	7/6/2023 12:58 PM
521	No significant issues, as many of these things are built into people's laptops/computers now.	7/6/2023 11:19 AM
522	None	7/6/2023 10:55 AM
523	Often the elder patients who come to me have confusion about logging on and failure of equipment	7/6/2023 8:14 AM
524	on patient's side.	7/5/2023 9:27 PM
525	using a smart phone isn't always ideal (not great for screen sharing)	7/5/2023 2:46 PM
526	none	7/5/2023 1:39 PM
527	Reliable high quality cameras,	7/4/2023 2:26 PM
528	none	7/4/2023 1:50 PM
529	Some clients (seniors) are not comfortable talking in front of a computer screen, or accessing an encrypted portal.	7/4/2023 11:47 AM
530	Computer restarting and updating mid session. Client battery dying mid session	7/4/2023 8:16 AM
531	sometimes	7/3/2023 9:01 PM
532	Clients without equipment or enough technological knowledge	7/3/2023 6:36 PM
533	iphone	7/3/2023 11:31 AM
534	Low income clients sometimes do not have a device	7/3/2023 9:15 AM
535	Laptop has been fine	7/3/2023 7:59 AM
536	occasional glitches in audio/video	7/3/2023 7:49 AM
537	Private spaces for patients to participate in Telehealth on their end due to housing access	7/2/2023 7:13 PM

538	Some group formats of Telehealth require too much bandwidth for a 2017 apple macair.	7/2/2023 1:09 PM
539	n/a	7/2/2023 10:49 AM
540	some camera issues, focusing	7/1/2023 8:58 PM
541	None really	7/1/2023 8:10 PM
542	No complaints	7/1/2023 7:01 PM
543	noise cancelling mic/speaker	7/1/2023 6:00 PM
544	none	7/1/2023 5:44 PM
545	Client's caregivers lack knowledge of how to use their devices and programs.	7/1/2023 11:21 AM
546	clients not knowing how to utilize the computer technology they have	7/1/2023 8:16 AM
547	computers not up to date with software (for clients)	6/30/2023 5:16 PM
548	Some clients have poor cameras	6/30/2023 1:05 PM
549	I only do telehealth by video on smart phone or appropriate computer with a camera. I am always on a good computer with a camera.	6/30/2023 12:16 PM
550	some client's have to access from their phones.	6/30/2023 11:21 AM
551	None	6/30/2023 10:11 AM
552	none	6/30/2023 9:45 AM
553	n/a	6/30/2023 9:17 AM
554	Malfunctions of the camara	6/30/2023 7:42 AM
555	Mac Airbook	6/29/2023 4:56 PM
556	no barriers	6/29/2023 4:09 PM
557	difficulty attaining equipment	6/29/2023 3:18 PM
558	no experience here	6/29/2023 3:07 PM
559	Computer issues/glitches (I.e. microphone)	6/29/2023 1:44 PM
560	Bad camera	6/29/2023 1:18 PM
561	n/a	6/29/2023 12:21 PM
562	none	6/29/2023 12:13 PM
563	N/A	6/29/2023 11:18 AM
564	older patients and low income don't always have access to a device that has a camera	6/29/2023 11:07 AM
565	Phone then laptop got notes	6/29/2023 10:22 AM
566	NA	6/29/2023 9:52 AM
567	Not a problem	6/29/2023 9:06 AM
568	Outdated memory / devices lead to slow connections	6/29/2023 8:43 AM
569	I tried using a green screen for background with various images to superimpose on it, but it was easiest to just blur the background.	6/29/2023 1:40 AM
570	sometimes the camera or audio will stop working. Need to reboot	6/28/2023 10:45 PM
571	All clients must have a camera and audio	6/28/2023 9:09 PM
572	None	6/28/2023 8:22 PM
573	Elderly with health issues have landlines and do not want to drive. So doing telephone calls is valuable to them.	6/28/2023 4:51 PM

574	no issues	6/28/2023 4:45 PM
575	For myself it's fine (my laptop and my office or home office) but it's more challenging for clients	6/28/2023 4:31 PM
576	Many clients don't have computers, so they use their phones.	6/28/2023 4:30 PM
577	Mac	6/28/2023 4:13 PM
578	n/a	6/28/2023 4:05 PM
579	none	6/28/2023 3:27 PM
580	N/A	6/28/2023 1:57 PM
581	access to computer/smart phone	6/28/2023 12:14 PM
582	provided through UC Davis	6/28/2023 12:08 PM
583	No barriers observed or experienced.	6/28/2023 11:53 AM
584	Sessions can be disrupted on either end by computer issue or tech skills needed to fix sound etc.	6/28/2023 10:55 AM
585	Echos, insufficient volume, camera not working	6/28/2023 10:45 AM
586	zoom technical difficulties	6/28/2023 10:43 AM
587	Audio	6/28/2023 10:34 AM
588	I have an old ACER that inverted the image. I struggled for awhile with second party apps to restore the image. I found the iPhone camera never fails and then I use the computer screen for closer viewing.	6/28/2023 9:45 AM
589	N/A	6/28/2023 9:44 AM
590	Android, apple, computer, tablet or phone use	6/28/2023 9:36 AM
591	No	6/28/2023 8:58 AM
592	N/A	6/28/2023 8:53 AM
593	Reliable camera and audio	6/28/2023 8:16 AM
594	N/a	6/28/2023 6:34 AM
595	None	6/28/2023 6:15 AM
596	N/A	6/27/2023 10:56 PM
597	No issues, I use a desktop and laptop computer	6/27/2023 10:04 PM
598	Access to camera for low income phones	6/27/2023 9:35 PM
599	Yes, ongoing software problems	6/27/2023 9:25 PM
600	Not an issue	6/27/2023 8:55 PM
601	clients sometimes have trouble sharing their camera or audio	6/27/2023 8:47 PM
602	Clients outdated software, cameras, etc. difficulties operating equipment in the elderly	6/27/2023 8:24 PM
603	None	6/27/2023 8:15 PM
604	Lack of computers for patients	6/27/2023 8:14 PM
605	Some clients only have flip phones, poor video	6/27/2023 7:34 PM
606	none	6/27/2023 6:04 PM
607	occasional issues with equipment	6/27/2023 5:48 PM
608	Some patients are hard of hearing	6/27/2023 5:41 PM
609	No problems	6/27/2023 5:19 PM

610	Headsets	6/27/2023 4:54 PM
611	none	6/27/2023 4:19 PM
612	slower/older computers not so great	6/27/2023 4:08 PM
613	None	6/27/2023 4:01 PM
614	Most clients have access to a camera at least on their phone	6/27/2023 3:12 PM
615	Technical challenges with families working to use cell phones for their sessions.	6/27/2023 3:05 PM
616	Patient access to telehealth devices per their comfort	6/27/2023 2:55 PM
617	n/a	6/27/2023 2:41 PM
618	Remote access to cameras and audio, patient access to computer support	6/27/2023 2:21 PM
619	None	6/27/2023 1:55 PM
620	No major problems	6/27/2023 1:51 PM
621	Patients without webcams	6/27/2023 1:42 PM
622	The technology demands is too overwhelming for some clients	6/27/2023 1:42 PM
623	access to equipment	6/27/2023 1:08 PM
624	None	6/27/2023 1:05 PM
625	Audio equipment is an issue	6/27/2023 12:53 PM
626	none	6/27/2023 12:50 PM
627	yes	6/27/2023 12:45 PM
628	Pts' computers/ laptops are often older or have small monitors, or their cameras are inadequate. I see them at office with newer equipment.	6/27/2023 12:33 PM
629	n/a	6/27/2023 12:30 PM
630	many clients lack quality computer access	6/27/2023 12:17 PM
631	Headsets with microphones improve the experience, not everyone has a computer or necessary accessories	6/27/2023 12:09 PM
632	All easy	6/27/2023 12:00 PM
633	0	6/27/2023 11:59 AM
634	no access to a computer/ camera	6/27/2023 11:52 AM
635	None	6/27/2023 11:50 AM
636	Not so much of a problem	6/27/2023 11:33 AM
637	Most clients use bluetooth headphones during sessions and at times it is difficult for them to get the bluetooth connection to sync up	6/27/2023 11:33 AM
638	Dell XP 8950 with 32GB Ram, Intel UHD Graphics 770, Windows 11, with built-in camera	6/27/2023 11:25 AM
639	IPad	6/27/2023 11:15 AM
640	No	6/27/2023 11:13 AM
641	None	6/27/2023 11:11 AM
642	some older adults have technical difficulties	6/27/2023 10:44 AM
643	no barriers- any issues the Doxy.me will work to correct	6/27/2023 10:44 AM
644	Glitches	6/27/2023 10:37 AM
645	audio/visual connectivity issues; lack of device with access to internet/data	6/27/2023 10:32 AM
646	Access to computer	6/27/2023 10:20 AM

647	Patient awareness of how to use/access these factors	6/27/2023 10:16 AM
648	none	6/27/2023 10:10 AM
649	Sometimes cell phones are not optimal for video sessions. Tablets, laptops, and desktop PC's seem to do better.	6/27/2023 10:07 AM
650	N/A	6/27/2023 10:02 AM
651	Our platform has favored Apple products in the past, and cell phones vs computers. This has been problematic as many pts do not have Apple products	6/27/2023 10:01 AM
652	camera (max 1x/session) and audio echoes (20 min. between)	6/27/2023 10:00 AM
653	None	6/27/2023 9:37 AM
654	Can cause issues	6/27/2023 9:28 AM
655	No laptop or desktop to see screen larger than on a phone	6/27/2023 9:00 AM
656	At times, there is difficulty connecting to a platform	6/27/2023 8:57 AM
657	no problems	6/27/2023 8:44 AM
658	speakers or camera occasionally don't work properly	6/27/2023 8:25 AM
659	No issues	6/27/2023 8:04 AM
660	N/A	6/27/2023 8:04 AM
661	Laptop with camera and audio	6/27/2023 7:53 AM
662	Access to equipment	6/27/2023 7:42 AM
663	using phones which are not sufficient	6/27/2023 7:41 AM
664	Some have had issues with computer, video and audio. Tablets seem to be best.	6/27/2023 7:05 AM
665	Access to reliable hardware for patients experiencing financial hardship; finding a private space for adolescents specifically	6/27/2023 6:45 AM
666	costly to have upgraded computer equipment	6/27/2023 6:29 AM
667	No issues	6/27/2023 5:50 AM
668	n/a	6/27/2023 4:53 AM
669	access to camera for client (broken computer camera)	6/27/2023 4:40 AM
670	Needed to upgrade computer to have a camera.	6/27/2023 3:53 AM
671	None	6/27/2023 1:41 AM
672	None	6/27/2023 1:14 AM
673	None	6/27/2023 12:33 AM
674	No issue	6/27/2023 12:15 AM
675	None	6/26/2023 11:31 PM
676	None	6/26/2023 11:26 PM
677	Some laptops do not have a camera (especially those provided by schools); some kids/families can't afford headphones/earbuds that don't break right away;Children/teens may not have their own phone or computer; people can't figure out how to use zoom on their phones; some people cannot	6/26/2023 11:12 PM
678	Camera and/or audio sometimes malfunctioning.	6/26/2023 11:08 PM
679	I had to purchase my own laptop	6/26/2023 11:08 PM
680	Tech 'savvyness' on patient and provider sides	6/26/2023 11:01 PM

681	Video lighting continues to be challenging, given the afternoon light in my office. I've tried a number of solutions.	6/26/2023 10:59 PM
682	Some older clients struggle with the technology	6/26/2023 10:58 PM
683	The camera on my computer stopped working for a time	6/26/2023 10:50 PM
684	For patients at the VA, making sure they have equipment that's easy to use and understand.	6/26/2023 10:45 PM
685	Training the clients to access their camera and audio equipement is sometimes an issue.	6/26/2023 10:16 PM
686	Most of my clients don't have computers, so the clients need to be able to access the platform on their phones.	6/26/2023 10:16 PM
687	Camera	6/26/2023 10:10 PM
688	SOmetimes there is a sound delay and picture delay	6/26/2023 10:03 PM
689	If my computer died my employer wouldn't help.	6/26/2023 9:51 PM
690	none	6/26/2023 9:51 PM
691	None	6/26/2023 9:45 PM
692	Sometimes older people have difficulty keeping their face in the camera. That usually gets fixed after a few tutorials and reminders.	6/26/2023 9:39 PM
693	n/a	6/26/2023 9:38 PM
694	Costs of time and money for hardware, peripherals, maintenance, software, security and customer support	6/26/2023 9:37 PM
695	Access to cameras for video access. Many prefer just phone therapy	6/26/2023 9:27 PM
696	Laptop	6/26/2023 9:14 PM
697	none	6/26/2023 8:56 PM
698	Sometimes experience sound or bisual issues on zoom and not sure what the cause of the problem is or on which end (mine or client's)it is	6/26/2023 8:56 PM
699	do not have hardware or computer support issues	6/26/2023 8:54 PM
700	clients that utilize their phones may have disruptions or those with older pcs	6/26/2023 8:53 PM
701	Some clients do not have access to Wi-Fi or camera.	6/26/2023 8:42 PM
702	Built in my computer	6/26/2023 8:34 PM
703	I work off a MacBook	6/26/2023 8:34 PM
704	N/A	6/26/2023 8:33 PM
705	audio, modem	6/26/2023 8:33 PM
706	Most clients can use phone - is ok	6/26/2023 8:28 PM
707	Camera/audio	6/26/2023 8:23 PM
708	N/A	6/26/2023 8:14 PM
709	Lack of hardware	6/26/2023 8:03 PM
710	No support	6/26/2023 8:01 PM
711	Had to get better audio equipment	6/26/2023 7:59 PM
712	lack of computer, even phone at times	6/26/2023 7:46 PM
713	No barriers	6/26/2023 7:44 PM
714	None	6/26/2023 7:43 PM
715	MacBook Pro	6/26/2023 7:42 PM

716	user error on my part around audio earbud connection to Zoom	6/26/2023 7:32 PM
717	None	6/26/2023 7:19 PM
718	Has been ok	6/26/2023 7:19 PM
719	N/A	6/26/2023 7:12 PM
720	client's slow computer processing	6/26/2023 7:06 PM
721	iPad, wireless keyboard and mouse and headphones	6/26/2023 7:00 PM
722	Patients sometimes have difficulty opening telehealth app	6/26/2023 6:51 PM
723	Patients need extra technical support while learning.	6/26/2023 6:50 PM
724	Client access to these varies and is sometimes a problem	6/26/2023 6:44 PM
725	Needing more than one/two screens, needing secure doc storage space	6/26/2023 6:43 PM
726	No computer or iPhone	6/26/2023 6:39 PM
727	poor sounds	6/26/2023 6:37 PM
728	None	6/26/2023 6:37 PM
729	Lack of familiarity with video calls/using smartphone or comparable device.	6/26/2023 6:36 PM
730	Mac Desktop -- very clear and great audio.	6/26/2023 6:31 PM
731	Some of my medicare patients have extremely antiquated computer equipment that simply is not adequate for the needs of a good teletherapy platform.	6/26/2023 6:30 PM
732	N/A	6/26/2023 6:29 PM
733	Macbook & Monitor	6/26/2023 6:29 PM
734	Access to hardware	6/26/2023 6:27 PM
735	N/A	6/26/2023 6:23 PM
736	Getting help when I am having computer problems	6/26/2023 6:16 PM
737	None	6/26/2023 6:15 PM
738	No problem	6/26/2023 6:09 PM
739	none	6/26/2023 6:09 PM
740	none	6/26/2023 6:08 PM
741	Not all clients have great connections and audio/video quality.	6/26/2023 6:00 PM
742	Core I9 CPU, 1080 GPU 16 mg RAM, 1 TB storage.	6/26/2023 5:59 PM
743	Yes lack of financial resources to obtain computer	6/26/2023 5:57 PM
744	None that I have encountered over the past 3 years.	6/26/2023 5:57 PM
745	Camera on computers are not great and Doxy has a low transmission rate.	6/26/2023 5:56 PM
746	Access to equipment, lack of technical training or assistance by patient	6/26/2023 5:52 PM
747	NONE	6/26/2023 5:38 PM
748	NA	6/26/2023 5:29 PM
749	Computer support	6/26/2023 5:27 PM
750	MacBook Air	6/26/2023 5:27 PM
751	People I have seen often are not able to use the technology, and the devices they have or use are not up to the job.	6/26/2023 5:23 PM
752	access to technology that can access the internet	6/26/2023 5:22 PM

753	Some elderly are not proficient with computers	6/26/2023 5:20 PM
754	None	6/26/2023 5:16 PM
755	None	6/26/2023 5:14 PM
756	Audio issues for the patient	6/26/2023 5:14 PM
757	Occasional technical issues with people's equipment not working	6/26/2023 5:13 PM
758	Possibly a factoe	6/26/2023 5:13 PM
759	Not really	6/26/2023 5:12 PM
760	Dell	6/26/2023 5:11 PM
761	Older patients are uncomfortable or unfamiliar with technology (more an issue during height of Covid)	6/26/2023 5:11 PM
762	very rare	6/26/2023 5:08 PM
763	none	6/26/2023 5:08 PM
764	Patients sometimes don't have access to devices but we can order them through the VA.	6/26/2023 5:07 PM
765	equipment can fail but I have backups	6/26/2023 5:07 PM
766	Lighting is not always good enough.	6/26/2023 5:01 PM
767	Video stops working, not software based. Screen turns green then black	6/26/2023 4:59 PM
768	No	6/26/2023 4:58 PM
769	N/A	6/26/2023 4:48 PM
770	Access to reliable computer	6/26/2023 4:48 PM
771	none	6/26/2023 4:48 PM
772	Some people have very old computers	6/26/2023 4:45 PM
773	some glitches can be attributed to hardware, sorery I cant be more specific, but hardware on the patient side	6/26/2023 4:45 PM
774	Older equipment (computer, laptop, phone) often causes problems	6/26/2023 4:45 PM
775	none	6/26/2023 4:45 PM
776	sound cutting out	6/26/2023 4:42 PM
777	complicated. required IT assistance for me. Very difficult for geriatric patients	6/26/2023 4:39 PM
778	Lack of knowledge in using zoom platform for some patients.	6/26/2023 4:37 PM
779	Cameras/lighting are poor quality, audio headphones cutting out	6/26/2023 4:34 PM
780	geriatric clients have fear related to using zoom and computers	6/26/2023 4:33 PM
781	Audio, yes, at times the audio has gone out or I have had trouble connecting it when it switched from platform or to another application.	6/26/2023 4:32 PM
782	No barrier	6/26/2023 4:28 PM
783	N/A	6/26/2023 4:25 PM
784	none	6/26/2023 4:23 PM
785	None	6/26/2023 4:22 PM
786	none	6/26/2023 4:22 PM
787	I'm good: iMac	6/26/2023 4:22 PM
788	Many patients only have a cell phone to use for video visits	6/26/2023 4:20 PM
789	No problem	6/26/2023 4:17 PM

790	None	6/26/2023 4:15 PM
791	sometimes people have to figure out how to turn their sound on	6/26/2023 4:10 PM
792	client's older phones that overheat	6/26/2023 4:09 PM
793	Clients that are fully versed in internet technology	6/26/2023 4:07 PM
794	None	6/26/2023 4:06 PM
795	camera, audio, headphone	6/26/2023 4:04 PM
796	None	6/26/2023 4:04 PM
797	Laptop	6/26/2023 4:03 PM
798	Work computer with camera and audio	6/26/2023 4:03 PM
799	occasional glitches in program	6/26/2023 4:03 PM
800	This is usual fine	6/26/2023 4:01 PM
801	None	6/26/2023 4:01 PM
802	Rarely	6/26/2023 4:00 PM
803	yes	6/26/2023 3:59 PM
804	camera lag times	6/26/2023 3:59 PM
805	Tech support for client and provider barriers when outside of a larger scale company	6/26/2023 3:58 PM
806	Client access to working cameras	6/26/2023 3:51 PM
807	Devices that don't work	6/26/2023 3:51 PM
808	computer, professional microphones and speakers	6/26/2023 3:51 PM
809	Access for elders	6/26/2023 3:49 PM
810	Yes, camera issues	6/26/2023 3:49 PM
811	None	6/26/2023 3:47 PM
812	Every now and then camera access	6/26/2023 3:47 PM
813	Not all pts have access to computer or smartphone or they can't use them.	6/26/2023 3:45 PM
814	None	6/26/2023 3:43 PM
815	Built in computer cameras	6/26/2023 3:42 PM
816	none	6/26/2023 3:41 PM
817	Lack of camera, lack of good audio quality	6/26/2023 3:39 PM
818	none	6/26/2023 3:37 PM
819	none	6/26/2023 3:36 PM
820	Sometimes	6/26/2023 3:36 PM
821	None	6/26/2023 3:35 PM
822	My front desk admin help trouble shoot 15 minutes before session incase they are having difficulty logging on. This always works. If I have problems with my camera I just restart my computer which it works. Camera malfunction rarely happens.	6/26/2023 3:35 PM
823	During covid we used telepresent robts in skilled nursing facilities. This worked well except internet and some tech issues	6/26/2023 3:31 PM
824	lower-income/older people tend to have more trouble with accessing or knowing how to use equipment	6/26/2023 3:30 PM
825	audio and camera	6/26/2023 3:29 PM

826	Access to quality camera	6/26/2023 3:28 PM
827	NA	6/26/2023 3:28 PM
828	Generally very few	6/26/2023 3:27 PM
829	Some patients lack high quality audio & video - does not prevent but degrades the quality of therapeutic interaction	6/26/2023 3:27 PM
830	NONE	6/26/2023 3:26 PM
831	Poor audio quality	6/26/2023 3:26 PM
832	Involve learning new skills.	6/26/2023 3:23 PM
833	Video equipment not always working; computer slow sometimes	6/26/2023 3:21 PM
834	None	6/26/2023 3:16 PM
835	No issues related to camera/audio access or other computer hardware	6/26/2023 3:14 PM
836	Camera disconnecting	6/26/2023 3:14 PM
837	Use my own computer. Spilled water on my computer. Almost had to spend 1500 for a new one out of pocket. None provided by my employer at this time.	6/26/2023 3:13 PM
838	Occasionally, there are computer glitches which ae almost easily adjusted.	6/26/2023 3:10 PM
839	Phone vs computer, computer preferred	6/26/2023 3:07 PM
840	NA	6/26/2023 3:07 PM
841	Patients not having resources or not knowing how to use them	6/26/2023 3:06 PM
842	none	6/26/2023 3:06 PM
843	N/A	6/26/2023 3:05 PM
844	Yes	6/26/2023 3:05 PM
845	Audio can randomly stop working, but that can be trouble shooted	6/26/2023 3:03 PM
846	Some clients with no computer or no camera or audio	6/26/2023 3:03 PM
847	None	6/26/2023 3:01 PM
848	patients try to use Zoom on their phones, which often does not work well	6/26/2023 3:01 PM
849	Audio equipment issues	6/26/2023 2:59 PM
850	IT support is lacking when camera/mic not working	6/26/2023 2:59 PM
851	tablets and phones that the clients use are difficult	6/26/2023 2:58 PM
852	One client had to terminate when his computer stopped working and he couldn't afford to fix it	6/26/2023 2:58 PM
853	None	6/26/2023 2:57 PM
854	no volume after downloading updates (patient's side)	6/26/2023 2:56 PM
855	sometimes an issue, but usually not very disruptive	6/26/2023 2:56 PM
856	Limited access to hardware/devices for patients from underserved populations	6/26/2023 2:54 PM
857	built in laptop camera	6/26/2023 2:53 PM
858	None	6/26/2023 2:52 PM
859	minimally	6/26/2023 2:52 PM
860	No barrier	6/26/2023 2:51 PM
861	Laptop or phone / Apple, no issues to date	6/26/2023 2:50 PM
862	Apple devices	6/26/2023 2:49 PM

863	Some of my senior citizens do not have up to day hardware or do not know how to use the telehealth platforms. We therefore consult by phone.	6/26/2023 2:49 PM
864	none	6/26/2023 2:48 PM
865	No problems	6/26/2023 2:47 PM
866	many clients have technical issues or cameras that do not work	6/26/2023 2:46 PM
867	Had to buy another lap top and Desk top to support online work	6/26/2023 2:46 PM
868	Camera or audio disconnect	6/26/2023 2:46 PM
869	computer illiteracy	6/26/2023 2:43 PM
870	Client having difficulty setting up their camera	6/26/2023 2:40 PM
871	none	6/26/2023 2:35 PM
872	None	6/26/2023 2:35 PM
873	Camera and audio capabilities is important	6/26/2023 2:34 PM
874	None	6/26/2023 2:32 PM
875	no problems	6/26/2023 2:31 PM
876	difficulties with audio	6/26/2023 2:30 PM
877	cost to obtain large monitor/computer, audio and visual equipment, and well integrated hardware	6/26/2023 2:28 PM
878	Computer malfunction such as audio or video trouble	6/26/2023 2:26 PM
879	PCs are trickier than Apple computers, iPads, iPhones and cameras/microphones seem to work less seamlessly with telehealth platforms	6/26/2023 2:26 PM
880	None	6/26/2023 2:25 PM
881	Better access	6/26/2023 2:25 PM
882	poor audio quality	6/26/2023 2:24 PM
883	MacBook Air has an awful camera	6/26/2023 2:23 PM
884	Apple Mac with built in camera and microphone	6/26/2023 2:23 PM
885	Standard desktop computer with high resolution camera	6/26/2023 2:22 PM
886	client's placement of camera/video, can't see what client is doing sometimes	6/26/2023 2:21 PM
887	None	6/26/2023 2:21 PM
888	n/a	6/26/2023 2:20 PM
889	needed new laptop, had to buy bigger monitor, speakers, different desk setup	6/26/2023 2:20 PM
890	Yes	6/26/2023 2:19 PM
891	We have experienced fact that some clients do not have software to paticipate in remote video.	6/26/2023 2:18 PM
892	cameras and microphone	6/26/2023 2:14 PM
893	No barriers	6/26/2023 2:12 PM
894	Laptop accessories	6/26/2023 2:11 PM
895	Clients' hardware has been an issue at times. We agree to not use cameras or opt for the telephone if necessary.	6/26/2023 2:11 PM
896	None	6/26/2023 2:09 PM
897	Most clients use their phones.	6/26/2023 2:09 PM

898	Patients' access to camera/desktop or laptop/tablet	6/26/2023 2:08 PM
899	None	6/26/2023 2:06 PM
900	Sometimes Hardware glitches	6/26/2023 2:05 PM
901	None	6/26/2023 2:05 PM
902	None so far.	6/26/2023 2:04 PM
903	audio or video issues	6/26/2023 2:04 PM
904	Laptop with aftermarjet camera/mic	6/26/2023 2:01 PM
905	all adequate	6/26/2023 2:00 PM
906	None	6/26/2023 1:58 PM
907	Apple	6/26/2023 1:58 PM
908	Mac desktop has been great. I also use a computer light.	6/26/2023 1:58 PM
909	This can be challenging for patients to have. I have to use a nice video camera to help the audio be better.	6/26/2023 1:58 PM
910	IPad	6/26/2023 1:57 PM
911	None	6/26/2023 1:57 PM
912	Updated computer - no video/audio problems	6/26/2023 1:57 PM
913	Na	6/26/2023 1:56 PM
914	some do not have computers	6/26/2023 1:55 PM
915	Connectivity of headphones and microphones	6/26/2023 1:55 PM
916	Need reliably strong computer.	6/26/2023 1:55 PM
917	Camera and audio access problems	6/26/2023 1:54 PM
918	none	6/26/2023 1:53 PM
919	N/A	6/26/2023 1:53 PM
920	No problem	6/26/2023 1:53 PM
921	Patient access/many people only have telephone	6/26/2023 1:52 PM
922	None	6/26/2023 1:51 PM
923	I have a Lenovo Yoga laptop, a ThinkPad Docking Station, two large ASUS monitors, Logi webcam, Irocks keyboard and Logotech mouse. Also an iPhone 14 with synchronized email, contacts, and photos.	6/26/2023 1:51 PM
924	None	6/26/2023 1:49 PM
925	Patients having difficulty understanding how to use camera; understanding how to access microphone; using chat feature; using phone when they need a computer for white board or worksheet sharing	6/26/2023 1:49 PM
926	no problem	6/26/2023 1:49 PM
927	No access	6/26/2023 1:48 PM
928	None currently	6/26/2023 1:47 PM
929	none so far	6/26/2023 1:47 PM
930	low income folx usually don't have computers and have to use their phones, which can be hard. Older folx can have a very hard time logging on if they are unfamiliar. Some folx need coaching and support to log on and that is nonbillable time, but is critical to ensure access.	6/26/2023 1:46 PM
931	some occasional glitching with audio (speakers/mic)	6/26/2023 1:46 PM

932	Yes	6/26/2023 1:45 PM
933	n/a	6/26/2023 1:45 PM
934	Patients do not have access to cameras	6/26/2023 1:45 PM
935	This is an occasional problem for patients. Phones seem to work well.	6/26/2023 1:44 PM
936	Microphone or camera	6/26/2023 1:42 PM
937	NA	6/26/2023 1:42 PM
938	Sometimes camera doesn't work	6/26/2023 1:41 PM
939	None	6/26/2023 1:40 PM
940	none	6/26/2023 1:40 PM
941	client's inability to access needed equipment	6/26/2023 1:40 PM
942	in the past there have been times when access to a camera was an issue. Not recently	6/26/2023 1:40 PM
943	pts often unfamiliar w/ basic computer or mobile phone functions	6/26/2023 1:40 PM
944	reliable computer access for patients	6/26/2023 1:39 PM
945	there is now a built in uncertainty with every session due to frequent challenges with camera or audio access and losing session time due to troubleshooting on both ends, rebooting, etc.	6/26/2023 1:39 PM
946	Audio Issues	6/26/2023 1:38 PM
947	Cellular phone	6/26/2023 1:38 PM
948	Intermittent issue usually resolved by refreshing the page.	6/26/2023 1:37 PM
949	Occasional camera or audio delays or sync issues - typically resolved when restarting the meeting	6/26/2023 1:37 PM
950	Has worked well - no barriers	6/26/2023 1:36 PM
951	No problems (everyone has a smartphone)	6/26/2023 1:35 PM
952	No issues with a variety of devices	6/26/2023 1:35 PM
953	I use simple practice from my cell phone	6/26/2023 1:32 PM
954	None	6/26/2023 1:30 PM
955	clients having the proper technology such as a laptop	6/26/2023 1:30 PM
956	N/A	6/26/2023 1:30 PM
957	Patients have various levels or connectivity and skill	6/26/2023 1:27 PM
958	None	6/26/2023 1:27 PM
959	Some patients need guidance on allowing camera and/or audio	6/26/2023 1:25 PM
960	needing to restart computer d/t camera issues	6/26/2023 1:22 PM
961	Generally hardware is not a problem once set-up correctly	6/26/2023 1:21 PM
962	Home computer or laptop with Logitech camera, all provided by my agency.	6/26/2023 1:21 PM
963	Minimal to none	6/26/2023 1:20 PM
964	microphone connections	6/26/2023 1:20 PM
965	ipone	6/26/2023 1:19 PM
966	n/a	6/26/2023 1:18 PM
967	Client consistent access to reliable equipment	6/26/2023 1:18 PM
968	N/A	6/26/2023 1:18 PM

969	Expensive to have good setup ergonomically and visual/audio	6/26/2023 1:18 PM
970	One client has to do phone sessions because he doesn't have a camera	6/26/2023 1:18 PM
971	Clients' headphones not connecting to audio	6/26/2023 1:18 PM
972	My computer became "obsolete after 8 years; expensive to replace	6/26/2023 1:17 PM
973	Software and hard ware support expensive. I'm not a tech expert!	6/26/2023 1:17 PM
974	For older clients, they may not always have the hardware for telehealth or know how to use it. For confidentiality, if clients need to have their sessions in their cars or outside of their homes, often the quality of video is poor.	6/26/2023 1:17 PM
975	None, clients find it convenient that they can connect through their phone	6/26/2023 1:17 PM
976	Sometimes people don't have cameras on their computer and don't want to use their phone.	6/26/2023 1:16 PM
977	State computers have far more connectivity issues than my personal Apple laptop.	6/26/2023 1:16 PM
978	No problem on a MacBookPro running Chrome on a stand w good lighting and ear buds.	6/26/2023 1:16 PM
979	zoom on laptop	6/26/2023 1:15 PM
980	N/A	6/26/2023 1:15 PM
981	sometimes not having private spaces or needing to use a phone instead of a computer	6/26/2023 1:14 PM
982	none	6/26/2023 1:14 PM
983	Patient end equipment	6/26/2023 1:13 PM
984	Occasional hardware issues	6/26/2023 1:13 PM
985	yes, yes, and yes.	6/26/2023 1:13 PM
986	Not a problem. Most items required have affordable options	6/26/2023 1:13 PM
987	none	6/26/2023 1:12 PM
988	mac	6/26/2023 1:12 PM
989	Indigent clients do not have computers	6/26/2023 1:12 PM
990	Na	6/26/2023 1:12 PM
991	Camera equipment	6/26/2023 1:11 PM
992	none	6/26/2023 1:11 PM
993	yes	6/26/2023 1:10 PM
994	No computer or smartphone	6/26/2023 1:09 PM
995	Problems with using camera	6/26/2023 1:09 PM
996	I haven't had many difficulties, but I am tech savy.	6/26/2023 1:09 PM
997	None at present	6/26/2023 1:08 PM
998	Tech literacy of patients	6/26/2023 1:08 PM
999	Macbook Pro	6/26/2023 1:08 PM
1000	Most of my clients are economically disadvantaged, and many depend entirely on benefits. Client hardware is often marginal and subject to breaddowns.	6/26/2023 1:08 PM
1001	Sometimes	6/26/2023 1:06 PM
1002	none	6/26/2023 1:06 PM
1003	Clients who don't have stands for phones or tablets	6/26/2023 1:06 PM
1004	Access to audio and camera	6/26/2023 1:05 PM
1005	None	6/26/2023 1:05 PM

1006	Some facilities do not have good tablets/laptops and have had to upgrade	6/26/2023 1:04 PM
1007	none	6/26/2023 1:04 PM
1008	none	6/26/2023 1:04 PM
1009	laptop with camera/audio	6/26/2023 1:04 PM
1010	access to camera	6/26/2023 1:04 PM
1011	NA	6/26/2023 1:04 PM
1012	Clients's cameras, audio, headphones not working	6/26/2023 1:04 PM
1013	n/a	6/26/2023 1:03 PM
1014	None	6/26/2023 1:03 PM
1015	technology not working (eg video or audio);	6/26/2023 1:03 PM
1016	device batteries die, or have poor internet reception because of hardware issues	6/26/2023 1:03 PM
1017	Audio can be an issue across platforms depending on what device people are using and whether they use headphones/are able to get their headphones to connect	6/26/2023 1:03 PM
1018	Audio and camera	6/26/2023 1:02 PM
1019	no headphones	6/26/2023 1:02 PM
1020	Apple computer	6/26/2023 1:02 PM
1021	uneven patient access to up-to-date equipment	6/26/2023 1:02 PM
1022	Any recently manufactures laptop or desktop will do it.	6/26/2023 1:02 PM
1023	Apple MacBook Air with built-in HD camera and no additional equipment	6/26/2023 1:01 PM
1024	Having inadequate equipment (e.g., computer)	6/26/2023 1:01 PM
1025	Cameras are sometime not functioning.	6/26/2023 1:01 PM
1026	n/a	6/26/2023 1:00 PM
1027	Clients not having access to video	6/26/2023 1:00 PM
1028	None	6/26/2023 12:59 PM
1029	Troubleshooting	6/26/2023 12:59 PM
1030	N/A	6/26/2023 12:59 PM
1031	None	6/26/2023 12:59 PM
1032	DSLR, lights	6/26/2023 12:59 PM
1033	Connection to audio is sometimes inconsistent	6/26/2023 12:59 PM
1034	None	6/26/2023 12:59 PM
1035	no issues	6/26/2023 12:59 PM
1036	HP PC 15 12th gen intelchip 16 GB Mem	6/26/2023 12:59 PM
1037	Access to phones or computers (especially very low income people, and in the case of some forensic settings, access to devices in a setting assuring privacy).	6/26/2023 12:59 PM
1038	Need IT help to address these issues	6/26/2023 12:59 PM
1039	Mac	6/26/2023 12:58 PM
1040	Audio is sometimes difficult. Video can be constrained by internet speed, negatively impacting quality of treatment.	6/26/2023 12:58 PM
1041	Audio or video working	6/26/2023 12:58 PM

1042	none	6/26/2023 12:58 PM
1043	None	6/26/2023 12:57 PM
1044	None	6/26/2023 12:57 PM
1045	Access to camera	6/26/2023 12:56 PM
1046	None	6/26/2023 12:56 PM
1047	reliable smart phone	6/26/2023 12:56 PM
1048	Audio difficulty but I have backup system	6/26/2023 12:56 PM
1049	Camera quality, laptop screen size	6/26/2023 12:56 PM
1050	some clients don't have access to equipment for other than phone appointments	6/26/2023 12:56 PM
1051	No access to computer	6/26/2023 12:56 PM
1052	Computer/phone access, application installation	6/26/2023 12:56 PM
1053	video and audio problems	6/26/2023 12:56 PM
1054	None	6/26/2023 12:55 PM
1055	n/a	6/26/2023 12:55 PM
1056	Mac	6/26/2023 12:55 PM
1057	None	6/26/2023 12:55 PM
1058	Reliable camera	6/26/2023 12:55 PM
1059	Equipment cost, camera cost,	6/26/2023 12:55 PM
1060	Inability to connect via audio or camera online at times, typically client end, occasionally Platform issue	6/26/2023 12:55 PM
1061	not all Ct's have reliable hardware, and often need to connect on phone. Some Cts may have hardware but opt to connect by phone so they can be "on the go;" this can sometimes pose an issue related to privacy and confidentiality or reliable access	6/26/2023 12:55 PM
1062	Client audio issues	6/26/2023 12:54 PM
1063	none	6/26/2023 12:54 PM
1064	quality of camera or audio	6/26/2023 12:54 PM
1065	ring lite, mic, headphones, computer built in camera	6/26/2023 12:54 PM
1066	camera going out	6/26/2023 12:54 PM
1067	None	6/26/2023 12:53 PM
1068	lighting	6/26/2023 12:53 PM
1069	n/a - I own a group practice and bought all the equip. for all	6/26/2023 12:53 PM
1070	Many clients do not/cannot afford computers	6/26/2023 12:52 PM
1071	laptop - MAC and a monitor	6/26/2023 12:52 PM
1072	Refusal to buy smartphones, devices too old, no tech knowledge	6/26/2023 12:52 PM
1073	Some vets have difficulty with the cameras on their phones not connecting, etc.	6/26/2023 12:52 PM
1074	None	6/26/2023 12:51 PM
1075	none	6/26/2023 12:51 PM
1076	none	6/26/2023 12:51 PM
1077	None	6/26/2023 12:51 PM
1078	Client unable to afford or use a computer	6/26/2023 12:51 PM

1079	sometimes clients don't have webcams	6/26/2023 12:51 PM
1080	iMac	6/26/2023 12:50 PM
1081	No barriers	6/26/2023 12:50 PM
1082	People not knowing how to use their device.	6/26/2023 12:50 PM
1083	none	6/26/2023 12:50 PM
1084	all good	6/26/2023 12:50 PM
1085	none	6/26/2023 12:50 PM
1086	Occasional disconnects	6/26/2023 12:50 PM
1087	clients struggling with the software	6/26/2023 12:49 PM
1088	None	6/26/2023 12:49 PM
1089	we bought what we need	6/26/2023 12:49 PM
1090	some folks have a hard time with computer equipment	6/26/2023 12:49 PM
1091	None	6/26/2023 12:49 PM
1092	Am in process of upgrading hardware for even faster speeds	6/26/2023 12:49 PM
1093	Sometimes private areas can be tough to access.	6/26/2023 12:48 PM
1094	access to computer audio/video	6/26/2023 12:48 PM
1095	Camera poor quality, needing new equipment, clients needing equipment	6/26/2023 12:48 PM
1096	none	6/26/2023 12:48 PM
1097	it issues at times	6/26/2023 12:48 PM
1098	none	6/26/2023 12:48 PM
1099	MAC laptop	6/26/2023 12:47 PM
1100	None	6/26/2023 12:47 PM
1101	NA	6/26/2023 12:47 PM
1102	None	6/26/2023 12:47 PM
1103	No	6/26/2023 12:47 PM
1104	Difficulty connecting to audio. Especially in populations that are not technologically savvy.	6/26/2023 12:47 PM
1105	Laptop built in	6/26/2023 12:46 PM
1106	easy	6/26/2023 12:46 PM
1107	Mac	6/26/2023 12:46 PM
1108	None	6/26/2023 12:46 PM
1109	Making sure client has Zoom installed (during pandemic shutdown)	6/26/2023 12:46 PM
1110	Certain facilities do not have or allow video connections	6/26/2023 12:46 PM
1111	Some patients have to borrow an iPad/Computer needed for cognitive testing - can't be done on the phone	6/26/2023 12:46 PM
1112	No access to cameras or audio equipment	6/26/2023 12:46 PM
1113	Most often it is the client's microphone that causes a problem.	6/26/2023 12:46 PM
1114	One patient cannot get his camera to work	6/26/2023 12:45 PM
1115	none	6/26/2023 12:45 PM

1116	OK	6/26/2023 12:45 PM
1117	N/A	6/26/2023 12:45 PM
1118	N/A	6/26/2023 12:44 PM

#	OTHER (PLEASE SPECIFY OR TYPE "NONE")	DATE
1	None	7/24/2023 7:58 AM
2	None	7/24/2023 7:18 AM
3	None	7/24/2023 12:05 AM
4	none	7/23/2023 9:25 PM
5	None	7/23/2023 11:44 AM
6	I had to buy headphones and soundproof my home office more because I talk louder on video calls then phone calls	7/22/2023 10:25 PM
7	none	7/22/2023 5:37 PM
8	None	7/22/2023 2:36 PM
9	Patients who are older/ lower functioning having difficulties navigating technology	7/22/2023 11:14 AM
10	None	7/22/2023 9:54 AM
11	Minimal barriers overall; always able to overcome	7/22/2023 6:53 AM
12	None	7/22/2023 3:00 AM
13	In cases when an interpreter joins the session that's add up in terms of technical issues: entering to doxy many time it takes longer to connect due to bad reception. Also, there are a lot of interruptions throughout the sessions what makes the communication even more frustrating	7/22/2023 12:49 AM
14	none	7/21/2023 5:51 PM
15	phone calls are also an option for some plans	7/21/2023 3:25 PM
16	Elderly patients not familiar with technology	7/21/2023 3:10 PM
17	None	7/21/2023 2:30 PM
18	none	7/21/2023 1:28 PM
19	None	7/21/2023 12:00 PM
20	None	7/21/2023 8:01 AM
21	None	7/21/2023 7:20 AM
22	None	7/21/2023 3:57 AM
23	Liability insurance companies are gauging customers with large charges to cover telework	7/20/2023 10:40 PM
24	None	7/20/2023 5:30 PM
25	None	7/20/2023 4:59 PM
26	Depending on the platform, for couples or family sessions, it needs to be turned to gallery mode or else it's distracting when it keeps changing videos for when each person talks.	7/20/2023 4:03 PM
27	none	7/20/2023 1:37 PM
28	none	7/20/2023 1:18 PM
29	None	7/20/2023 12:01 PM
30	When the client has issues connecting.	7/20/2023 11:29 AM
31	I answered no to telehealth so this should be a automatic skip question	7/20/2023 10:01 AM

32	none	7/20/2023 8:39 AM
33	none	7/20/2023 12:05 AM
34	None	7/19/2023 10:24 PM
35	None	7/19/2023 9:35 PM
36	None	7/19/2023 9:10 PM
37	none	7/19/2023 6:43 PM
38	NONE	7/19/2023 5:37 PM
39	My laptop is older and occasional freezes	7/19/2023 5:19 PM
40	None	7/19/2023 4:26 PM
41	None	7/19/2023 3:36 PM
42	Many of the barriers mentioned are not where the "Real" problem are. For those of us using technology every single day -the barriers come from the Insurance Payors who want to separate Telehealth from Office visits as somehow worth less in terms of reimbursements - as if the problems change or as if the Psychologist is providing lesser quality just because it is through the lens of a camera via internet. This is outdated thinking. The insurance payors are the burden and barrier.	7/19/2023 3:23 PM
43	none	7/19/2023 2:13 PM
44	none	7/19/2023 2:06 PM
45	None	7/19/2023 1:45 PM
46	None	7/19/2023 1:09 PM
47	none	7/19/2023 11:00 AM
48	NONE	7/19/2023 10:43 AM
49	none	7/19/2023 10:40 AM
50	NONE	7/19/2023 10:21 AM
51	None	7/19/2023 10:17 AM
52	lack of privacy at work or in home	7/19/2023 9:28 AM
53	Power shortage from PG & E, but I can switch to cellphone data	7/19/2023 9:12 AM
54	My elderly clients have struggled with the technology	7/19/2023 8:57 AM
55	None	7/19/2023 7:55 AM
56	None	7/19/2023 7:29 AM
57	None	7/19/2023 6:55 AM
58	$80/month extra cost w Secure Telehealth Co,	7/19/2023 4:36 AM
59	None	7/19/2023 2:52 AM
60	none	7/19/2023 12:03 AM
61	None	7/18/2023 10:40 PM
62	None	7/18/2023 9:59 PM
63	None	7/18/2023 8:52 PM
64	Concern about whether Facetime will be HIPAA acceptable, since it is the most natural platform for most clients	7/18/2023 5:32 PM
65	None	7/18/2023 5:02 PM
66	None	7/18/2023 3:57 PM

67	Had a couple of clients who had initial problems, but I changed to a new Telehealth provider and that seems to have taken care of the problem.	7/18/2023 3:34 PM
68	None	7/18/2023 3:18 PM
69	Out of state restrictions	7/18/2023 1:05 PM
70	None	7/18/2023 12:47 PM
71	No barriers	7/18/2023 12:44 PM
72	None	7/18/2023 12:25 PM
73	Access to free software/platforms for secure telehealth - cost is barrier basically to ensure security etc	7/18/2023 11:58 AM
74	none	7/18/2023 11:55 AM
75	None	7/18/2023 11:46 AM
76	none	7/18/2023 10:47 AM
77	none	7/18/2023 10:38 AM
78	none	7/18/2023 10:21 AM
79	After trying different platforms, I settled in zoom professional bc most people had become familiar w zoom over the pandemic. The other platforms were not as intuitive for patients for use.	7/18/2023 10:06 AM
80	none	7/18/2023 10:04 AM
81	None	7/18/2023 9:59 AM
82	None	7/18/2023 9:58 AM
83	none	7/18/2023 9:51 AM
84	none	7/18/2023 9:37 AM
85	None, significantly	7/18/2023 9:23 AM
86	None	7/18/2023 9:09 AM
87	wifi connection issues at times	7/18/2023 8:27 AM
88	None	7/18/2023 7:57 AM
89	None	7/18/2023 7:48 AM
90	none	7/18/2023 7:02 AM
91	none	7/18/2023 5:44 AM
92	glitches occasionally	7/18/2023 3:39 AM
93	none	7/18/2023 3:38 AM
94	Clients not thinking Telehealth will be effective	7/18/2023 1:28 AM
95	None	7/18/2023 12:09 AM
96	Clients don't know how to enable microphones or camera	7/17/2023 11:31 PM
97	Patient access and knowledge of technology	7/17/2023 10:39 PM
98	None	7/17/2023 10:31 PM
99	None	7/17/2023 10:07 PM
100	None	7/17/2023 9:26 PM
101	None	7/17/2023 9:18 PM
102	Additional photo studio type lights.	7/17/2023 8:49 PM

103	none	7/17/2023 8:45 PM
104	No barriers on my end. Have had a couple clients with difficulty with the technology aspect.	7/17/2023 8:30 PM
105	None	7/17/2023 8:09 PM
106	None	7/17/2023 8:05 PM
107	sometimes the connection fails, or the client cannot figure out how to problem solve the difficulties	7/17/2023 8:05 PM
108	None	7/17/2023 8:01 PM
109	Access for specific population such as elderly	7/17/2023 7:51 PM
110	None	7/17/2023 7:41 PM
111	None	7/17/2023 7:41 PM
112	none	7/17/2023 7:30 PM
113	NONE - Telehealth has allowed me to assist many clients in great need.	7/17/2023 7:25 PM
114	none	7/17/2023 7:17 PM
115	None	7/17/2023 7:07 PM
116	Patients must be supervised when utilizing computer equipment and there is not always enough staff available to oversee this. Also, this limits confidentiality even further	7/17/2023 6:58 PM
117	None	7/17/2023 6:53 PM
118	client not able to connect	7/17/2023 6:52 PM
119	none	7/17/2023 6:50 PM
120	none	7/17/2023 6:32 PM
121	None	7/17/2023 6:28 PM
122	Some of my patients aren't "tech savvy" they don't know how to adjust their camera or microphone	7/17/2023 6:23 PM
123	None	7/17/2023 6:21 PM
124	Headphones vs not headphones / type of headphones	7/17/2023 6:16 PM
125	none	7/17/2023 6:15 PM
126	None	7/17/2023 6:15 PM
127	none	7/17/2023 6:05 PM
128	One	7/17/2023 6:04 PM
129	Haven't experienced barriers	7/17/2023 6:03 PM
130	None	7/17/2023 5:41 PM
131	NONE	7/17/2023 5:41 PM
132	none	7/17/2023 5:31 PM
133	none	7/17/2023 5:26 PM
134	none of the above	7/17/2023 5:25 PM
135	none	7/17/2023 5:20 PM
136	None	7/17/2023 5:20 PM
137	n/a	7/17/2023 5:12 PM
138	sometimes difficult to insure privacy in client's settings	7/17/2023 4:58 PM

139	none	7/17/2023 4:55 PM
140	None	7/17/2023 4:54 PM
141	None	7/17/2023 4:45 PM
142	elderly not able to use technology	7/17/2023 4:37 PM
143	None	7/17/2023 4:36 PM
144	Platforms that are HIPAA compliant	7/17/2023 4:36 PM
145	NA	7/17/2023 4:23 PM
146	None	7/17/2023 4:12 PM
147	People don't have a computer; they don't know how to use ZOOM	7/17/2023 4:03 PM
148	None	7/17/2023 4:03 PM
149	None	7/17/2023 4:00 PM
150	Too Flat" for psychological e alto difficult to do malingering and deception and	7/17/2023 3:52 PM
151	None	7/17/2023 3:52 PM
152	If something goes wrong, clients can struggle to know how to troubleshoot if they are not tech savvy	7/17/2023 3:43 PM
153	None	7/17/2023 3:34 PM
154	None	7/17/2023 3:34 PM
155	None	7/17/2023 3:33 PM
156	Consistent, confidential space	7/17/2023 3:26 PM
157	none	7/17/2023 3:20 PM
158	None	7/17/2023 3:19 PM
159	None	7/17/2023 3:18 PM
160	More	7/17/2023 3:14 PM
161	seems impersonal	7/17/2023 3:06 PM
162	None	7/17/2023 3:06 PM
163	None	7/17/2023 2:59 PM
164	none	7/17/2023 2:58 PM
165	none	7/17/2023 2:56 PM
166	None	7/17/2023 2:54 PM
167	none	7/17/2023 2:49 PM
168	None	7/17/2023 2:48 PM
169	None	7/17/2023 2:48 PM
170	None	7/17/2023 2:46 PM
171	None	7/17/2023 2:45 PM
172	having affordable manpower to help run the telehealth zoom	7/17/2023 2:41 PM
173	None	7/17/2023 2:33 PM
174	none	7/17/2023 2:28 PM
175	None	7/17/2023 2:28 PM
176	none	7/17/2023 2:26 PM

177	None	7/17/2023 2:25 PM
178	none	7/17/2023 2:25 PM
179	None	7/17/2023 2:25 PM
180	None	7/17/2023 2:24 PM
181	None	7/17/2023 2:23 PM
182	None	7/17/2023 2:21 PM
183	Families only may have phone, not Ipad or laptop / computer.	7/17/2023 2:20 PM
184	none	7/17/2023 2:15 PM
185	none	7/17/2023 2:14 PM
186	mostly done through phone not computer	7/17/2023 2:12 PM
187	None	7/17/2023 2:12 PM
188	Lack of direct contact with clients	7/17/2023 2:12 PM
189	None	7/17/2023 2:10 PM
190	Clients of mine with ongoing COVID anxiety-those caregiving for partners with chronic/severe illness have continued anxiety and lack of action to address getting a new phone or computer. This is a separate issue from come who are unable to afford technology. My client's would benefit from a case manager who could help when they don't have adult children to do so.	7/17/2023 1:53 PM
191	none	7/17/2023 1:49 PM
192	privacy of space	7/17/2023 1:49 PM
193	Power outages need better hot spot cellular	7/17/2023 1:43 PM
194	none	7/17/2023 1:41 PM
195	Getting clients	7/17/2023 1:40 PM
196	None	7/17/2023 1:37 PM
197	none	7/17/2023 1:34 PM
198	None	7/17/2023 1:33 PM
199	I do not feel same level of connection to client.	7/17/2023 1:29 PM
200	None	7/17/2023 1:28 PM
201	None	7/17/2023 1:25 PM
202	Low income clients/patients may have difficulty due to poor technology access or weak internet connectivity	7/17/2023 1:25 PM
203	None	7/17/2023 1:25 PM
204	Desk and desk chair	7/17/2023 1:24 PM
205	None	7/17/2023 1:22 PM
206	Client privacy	7/17/2023 1:17 PM
207	My patients are all elderly. (Before the pandemic, all of my patients were seen in person.) Most of them struggle with the technology, including me. I am 77 years old; I go back before Xerox machines !	7/17/2023 1:12 PM
208	Some patients use phones and over quality is bad, hard to hear, patients don't show up to own home appts, very depressed or anxious patients use it to enable them to not have to leave the house even for medical appts.	7/17/2023 1:12 PM
209	None	7/17/2023 1:11 PM

210	Harder to observe nuances in pt behavior and appearance. And much more	7/17/2023 1:11 PM
211	Some patients don't have enough computer literacy to figure out how to access the platform	7/17/2023 1:09 PM
212	None	7/17/2023 1:07 PM
213	None	7/17/2023 1:06 PM
214	none	7/17/2023 1:06 PM
215	none	7/17/2023 1:03 PM
216	None	7/17/2023 1:00 PM
217	none	7/17/2023 1:00 PM
218	None	7/17/2023 12:59 PM
219	referrals	7/17/2023 12:59 PM
220	Many people prefer in-person.	7/17/2023 12:58 PM
221	none	7/17/2023 12:57 PM
222	None	7/17/2023 12:57 PM
223	none	7/17/2023 12:55 PM
224	confidentiality	7/17/2023 12:54 PM
225	none	7/17/2023 12:51 PM
226	Not having enough privacy for patients.	7/17/2023 12:47 PM
227	None	7/17/2023 12:47 PM
228	no problems for me or the clients	7/17/2023 12:45 PM
229	None	7/17/2023 12:44 PM
230	None	7/17/2023 12:34 PM
231	Billing	7/17/2023 12:33 PM
232	None	7/17/2023 12:33 PM
233	None	7/17/2023 12:32 PM
234	If there is a power outage, or if internet is down (all internet in the area) there's issues. I have an external battery for such incidents but if Spectrum is down, then I have to move to phone call.	7/17/2023 12:32 PM
235	N/A	7/17/2023 12:28 PM
236	None	7/17/2023 12:26 PM
237	none	7/17/2023 12:25 PM
238	Most popular fee collection platforms (ie Venmo, Paypal) are not HIPAA compliant.	7/17/2023 12:23 PM
239	None	7/17/2023 12:21 PM
240	Having a confidential space can be a barrier for some individuals who are houseless or living in a shared space.	7/17/2023 12:16 PM
241	Client's lack of technical skill in using telehealth.	7/17/2023 12:14 PM
242	Haven't run into many difficulties	7/17/2023 12:13 PM
243	Initially explaining process to new clients. Otherwise, none.	7/17/2023 12:13 PM
244	none.	7/17/2023 12:13 PM
245	none	7/17/2023 12:05 PM
246	None	7/17/2023 12:04 PM

247	None	7/17/2023 12:04 PM
248	None	7/17/2023 12:04 PM
249	None	7/17/2023 12:03 PM
250	none	7/17/2023 12:02 PM
251	none	7/17/2023 12:02 PM
252	None	7/17/2023 12:01 PM
253	Privacy issues at the client's end sometimes arise (e.g., spouse listening through the door).	7/17/2023 11:59 AM
254	None	7/17/2023 11:58 AM
255	None	7/17/2023 11:56 AM
256	adequate location of the client so as to have privacy.	7/17/2023 11:54 AM
257	an occasional connection issue but nothing that completely prevented a session	7/17/2023 11:54 AM
258	Technically getting paperwork back and forth	7/17/2023 11:53 AM
259	None	7/17/2023 11:50 AM
260	none	7/17/2023 11:47 AM
261	none	7/17/2023 11:45 AM
262	resistance from patients	7/17/2023 11:44 AM
263	none	7/17/2023 11:42 AM
264	none	7/17/2023 11:41 AM
265	Some clients struggle to find a private space	7/17/2023 11:40 AM
266	None	7/17/2023 11:37 AM
267	occasional lost reception	7/17/2023 11:33 AM
268	none	7/17/2023 11:31 AM
269	Client poor WiFi	7/17/2023 11:31 AM
270	I work in a group practice with very good tech support	7/17/2023 11:30 AM
271	None	7/17/2023 11:29 AM
272	None	7/17/2023 11:27 AM
273	None	7/17/2023 11:26 AM
274	None	7/17/2023 11:24 AM
275	none	7/17/2023 11:22 AM
276	none	7/17/2023 11:21 AM
277	none	7/17/2023 11:20 AM
278	none	7/17/2023 11:18 AM
279	Overall, periodic variety of connection problems	7/17/2023 11:17 AM
280	No barriers	7/17/2023 11:16 AM
281	None	7/17/2023 11:15 AM
282	none	7/17/2023 11:14 AM
283	none	7/17/2023 11:12 AM
284	none	7/17/2023 11:12 AM

285	I think people have generally figured out how to work telehealth stuff over the past few years. The frequency of barrier impeding sessions has dramatically decreased.	7/17/2023 11:12 AM
286	Clients having unstable internet	7/17/2023 11:11 AM
287	None	7/17/2023 11:11 AM
288	None	7/17/2023 11:09 AM
289	Employer	7/17/2023 11:09 AM
290	Private location (for client)	7/17/2023 11:09 AM
291	none	7/17/2023 11:08 AM
292	None	7/17/2023 11:08 AM
293	None	7/17/2023 11:08 AM
294	glitches in connecting	7/17/2023 11:08 AM
295	None	7/17/2023 11:07 AM
296	None	7/17/2023 11:07 AM
297	I feel very biased by the excellence provided by current employer	7/17/2023 11:07 AM
298	None	7/17/2023 11:05 AM
299	Clinicians who don't know basic legal and ethical requirements	7/17/2023 11:02 AM
300	None	7/17/2023 11:01 AM
301	None	7/17/2023 11:00 AM
302	None	7/17/2023 11:00 AM
303	none	7/17/2023 10:59 AM
304	None	7/17/2023 10:57 AM
305	None	7/17/2023 10:57 AM
306	Teaching older patients how to use tech	7/17/2023 10:56 AM
307	none	7/17/2023 10:56 AM
308	None	7/17/2023 10:56 AM
309	The Medical Board that in 2006 determined that it was not legal.	7/17/2023 10:56 AM
310	none	7/17/2023 10:55 AM
311	None	7/17/2023 10:55 AM
312	Patient ability to understand and navigate platform, particularly among elderly patients	7/17/2023 10:55 AM
313	None	7/17/2023 10:54 AM
314	None	7/17/2023 10:53 AM
315	none	7/17/2023 10:53 AM
316	None	7/17/2023 10:53 AM
317	none	7/17/2023 10:52 AM
318	none	7/17/2023 10:52 AM
319	None	7/17/2023 10:52 AM
320	Testing cannot be done online.	7/17/2023 10:51 AM
321	None	7/17/2023 10:51 AM
322	None of the above. Although I have an active license, I choose at this point not to practice.	7/17/2023 10:51 AM

323	NONE	7/17/2023 10:50 AM
324	none	7/17/2023 10:50 AM
325	Loss of internet at times, especially during winter storms	7/17/2023 10:50 AM
326	Occasional problems with connectivity and platforms.	7/17/2023 10:50 AM
327	None	7/17/2023 10:49 AM
328	None.	7/17/2023 10:49 AM
329	None	7/17/2023 10:48 AM
330	None	7/17/2023 10:48 AM
331	None	7/17/2023 10:48 AM
332	none	7/17/2023 10:47 AM
333	inconsistent internet connection	7/17/2023 10:47 AM
334	Knowledge of how to use among older adults or all ages when unfamiliar platform.	7/17/2023 10:47 AM
335	none	7/17/2023 10:46 AM
336	none	7/17/2023 10:46 AM
337	technical difficulties on end of patient and provider	7/17/2023 10:46 AM
338	none	7/17/2023 10:46 AM
339	none	7/17/2023 10:46 AM
340	None	7/17/2023 10:45 AM
341	None	7/17/2023 10:45 AM
342	None	7/17/2023 10:44 AM
343	None	7/17/2023 10:44 AM
344	None	7/17/2023 10:44 AM
345	none	7/17/2023 10:44 AM
346	None	7/17/2023 10:44 AM
347	No barriers	7/17/2023 10:44 AM
348	telephone lnd line	7/17/2023 10:44 AM
349	None	7/17/2023 10:43 AM
350	none	7/17/2023 10:42 AM
351	none	7/17/2023 10:42 AM
352	Unable to take insurance due to low reimbursement rates	7/17/2023 10:42 AM
353	I cannot see the whole person at one time.	7/17/2023 10:42 AM
354	none	7/17/2023 10:42 AM
355	None	7/17/2023 10:40 AM
356	None	7/17/2023 10:40 AM
357	None	7/17/2023 10:40 AM
358	i havent worked the last few years, am renewing my license	7/17/2023 10:40 AM
359	none other than sometimes there is a freeze or slight delay when both are talking back and forth	7/17/2023 10:40 AM
360	prefer in person	7/17/2023 10:39 AM

361	telehealth has been going well with my practice	7/17/2023 10:39 AM
362	none	7/17/2023 10:38 AM
363	I've had clients phones overheat and turn off during video sessions.	7/17/2023 10:38 AM
364	none	7/17/2023 10:37 AM
365	So far, all of the law barriers have been manageable both for myself and for clients.	7/17/2023 10:37 AM
366	none	7/17/2023 10:36 AM
367	None	7/17/2023 10:36 AM
368	None	7/17/2023 10:36 AM
369	none	7/17/2023 10:36 AM
370	some older patients are not tech savvy	7/17/2023 10:36 AM
371	None	7/17/2023 10:35 AM
372	None	7/17/2023 10:35 AM
373	None	7/17/2023 10:35 AM
374	none	7/17/2023 10:34 AM
375	difficulty ensuring all communications are secure	7/17/2023 10:34 AM
376	None	7/17/2023 10:34 AM
377	None	7/17/2023 10:34 AM
378	Organizational preference for in-person visits	7/17/2023 10:34 AM
379	Client's difficulty with internet access, ability to utilize technology. I see many seniors that do not want to use telehealth	7/17/2023 10:33 AM
380	None	7/17/2023 10:33 AM
381	None.	7/17/2023 10:33 AM
382	None	7/17/2023 10:32 AM
383	none	7/17/2023 10:32 AM
384	none	7/17/2023 10:32 AM
385	None	7/17/2023 10:32 AM
386	None	7/17/2023 10:31 AM
387	At times patients have trouble logging in	7/17/2023 10:31 AM
388	None	7/17/2023 10:31 AM
389	None	7/17/2023 10:31 AM
390	Power outages	7/17/2023 10:30 AM
391	none	7/17/2023 10:30 AM
392	none	7/17/2023 10:30 AM
393	none	7/17/2023 10:29 AM
394	None	7/17/2023 10:29 AM
395	None	7/17/2023 10:29 AM
396	None	7/17/2023 10:29 AM
397	None	7/17/2023 9:45 AM

398	Should my client utilize their cellphones during video visits, it may have inconsistent connectivity or sessions are disrupted due to cellphone notifications, client traveling in their car, or client switching between cellphone provider and WiFi.	7/17/2023 7:09 AM
399	No Barriers	7/17/2023 5:25 AM
400	None	7/15/2023 6:57 PM
401	none	7/15/2023 4:25 PM
402	None	7/15/2023 3:35 PM
403	None	7/15/2023 10:49 AM
404	None on my side (provide service on-site at UCLA)	7/15/2023 10:30 AM
405	Only when internet goes down, occasional weird computer issue	7/15/2023 7:55 AM
406	None	7/14/2023 8:22 PM
407	No barriers	7/14/2023 4:18 PM
408	Client and clinician knowledge / comfort with the technology initial couple sessions, esp w clients over 40	7/14/2023 2:29 PM
409	NONE	7/14/2023 1:22 PM
410	None	7/14/2023 11:59 AM
411	None	7/14/2023 10:54 AM
412	None	7/14/2023 8:50 AM
413	None	7/14/2023 5:08 AM
414	I am not well versed in internet, and I needed to be physically with clients, and my treatment depended upon the vocal tones and body language.	7/13/2023 7:15 PM
415	Mostly use telephone.	7/13/2023 5:14 PM
416	none	7/13/2023 3:44 PM
417	none	7/13/2023 3:18 PM
418	None	7/13/2023 2:53 PM
419	NONE	7/13/2023 1:33 PM
420	none	7/13/2023 11:57 AM
421	Older or non-tech Davy clients needing hands on guidance to use the technology	7/13/2023 11:55 AM
422	California not participating in PsyPact is biggest barrier to my practice.	7/13/2023 11:03 AM
423	I have almost no real barriers as, over the last three and a half years, I've made continuous improvements to the technology I use and how I use it.	7/13/2023 8:29 AM
424	Generally none	7/13/2023 7:31 AM
425	none	7/13/2023 7:15 AM
426	low SES pts did not have equitable access to internet/technology	7/12/2023 10:09 PM
427	None	7/12/2023 6:19 PM
428	None	7/12/2023 5:45 PM
429	SCE power outages	7/12/2023 4:27 PM
430	Lack of comfort with the new platform of delivering services.	7/12/2023 3:57 PM
431	None	7/12/2023 3:57 PM
432	No big issues at all. Clients say that they like Telehealth	7/12/2023 3:25 PM

433	none	7/12/2023 2:53 PM
434	none	7/12/2023 2:47 PM
435	Sometimes some patients do not have a private space available to them at the time or poor boundaries whereas family members interrupt.	7/12/2023 1:43 PM
436	Clients not having private space for sessions	7/12/2023 1:28 PM
437	None	7/12/2023 1:13 PM
438	None	7/12/2023 1:04 PM
439	We don't have a module the inmates can enter to do a zoom call with their clinician	7/12/2023 1:04 PM
440	None	7/12/2023 12:44 PM
441	Patient access to good WIFI and equipment such as cameras	7/12/2023 12:41 PM
442	n/a	7/12/2023 10:49 AM
443	None	7/12/2023 10:43 AM
444	None	7/12/2023 10:43 AM
445	none	7/12/2023 10:40 AM
446	none	7/12/2023 10:07 AM
447	Older clients struggling with the technnology	7/12/2023 8:14 AM
448	none	7/12/2023 7:16 AM
449	Patient cognitive issues figuring out access	7/12/2023 7:00 AM
450	No major barriers except of my internet is down or doxy isn't working.	7/12/2023 6:33 AM
451	None	7/12/2023 4:44 AM
452	I treat only digitally challenged elders- only use FT	7/11/2023 10:25 PM
453	none	7/11/2023 9:33 PM
454	none	7/11/2023 8:28 PM
455	It's going well, both for me and my patients.	7/11/2023 8:21 PM
456	None	7/11/2023 6:48 PM
457	None	7/11/2023 6:41 PM
458	None	7/11/2023 6:24 PM
459	None	7/11/2023 6:16 PM
460	None	7/11/2023 6:10 PM
461	Proprietary closed systems: Certain telehealth platforms are designed as closed systems, meaning they are built to work exclusively within a specific healthcare organization or network. These closed systems may not support interoperability or connectivity with external telehealth platforms, making it difficult to coordinate care or share patient information across different healthcare providers or settings.	7/11/2023 5:17 PM
462	none	7/11/2023 5:12 PM
463	None	7/11/2023 5:05 PM
464	I work in an assisted living and patient does not have a cell or computer	7/11/2023 5:00 PM
465	None	7/11/2023 4:46 PM
466	None	7/11/2023 2:38 PM
467	Providing EMDR remotely using YouTube video as my only option through COVID	7/11/2023 2:06 PM

468	None	7/11/2023 1:16 PM
469	Some clients have hearing problems	7/11/2023 1:03 PM
470	none	7/11/2023 12:56 PM
471	power outages	7/11/2023 12:56 PM
472	None	7/11/2023 12:46 PM
473	None	7/11/2023 12:44 PM
474	None	7/11/2023 12:37 PM
475	None	7/11/2023 12:24 PM
476	None	7/11/2023 12:19 PM
477	Client must have internet access and appropriate equipment in private area a	7/11/2023 12:16 PM
478	None	7/11/2023 11:59 AM
479	None	7/11/2023 11:44 AM
480	None	7/11/2023 11:32 AM
481	None	7/11/2023 11:03 AM
482	currently none	7/11/2023 10:53 AM
483	None	7/11/2023 10:35 AM
484	None	7/11/2023 10:33 AM
485	None	7/11/2023 10:29 AM
486	None	7/11/2023 10:24 AM
487	none	7/11/2023 10:14 AM
488	None	7/11/2023 10:09 AM
489	Needing up to date computers with fast connection and internet speed	7/11/2023 9:55 AM
490	None	7/11/2023 9:54 AM
491	NONE	7/11/2023 9:39 AM
492	Some clients want telephone only	7/11/2023 9:31 AM
493	Reluctance of parent from low SES background to allow a home visit to install a signal booster paid for the Medicaid flex funds.	7/11/2023 9:26 AM
494	none	7/11/2023 9:07 AM
495	None, mostly client internet issues	7/11/2023 8:59 AM
496	none	7/11/2023 8:53 AM
497	lighting, ability to see each other, sophistication about using tele	7/11/2023 8:44 AM
498	Any time I have to use the system of a big organization like DHCS, their state issued equipment and out of date technology make things difficult, but when I use a private system, like Zoom or Webex, I have zero problems.	7/11/2023 8:42 AM
499	None	7/11/2023 7:57 AM
500	None	7/11/2023 7:34 AM
501	Employer pushing for more in person visits	7/11/2023 7:09 AM
502	None	7/11/2023 6:38 AM
503	medicare patients not as interested	7/11/2023 6:33 AM
504	inconsistency in tech issues (video dropping, fr	7/11/2023 6:19 AM

505	none	7/11/2023 6:02 AM
506	None	7/11/2023 5:50 AM
507	No	7/11/2023 5:48 AM
508	Clients finding a private space.	7/11/2023 5:27 AM
509	Uncertain HIPPA compliance at times -- are they (client) recording this?	7/11/2023 5:01 AM
510	None	7/11/2023 4:27 AM
511	None	7/11/2023 3:39 AM
512	None	7/11/2023 12:15 AM
513	Lighting issues, external sounds	7/10/2023 11:35 PM
514	None	7/10/2023 11:29 PM
515	None	7/10/2023 11:18 PM
516	Confidentiality for client	7/10/2023 10:58 PM
517	None	7/10/2023 10:44 PM
518	My private practice is in an older building that has terrible internet service. It drives me crazy to have the screen freeze during a therapy session.	7/10/2023 10:13 PM
519	None	7/10/2023 9:45 PM
520	Freezing	7/10/2023 9:24 PM
521	none	7/10/2023 9:18 PM
522	none	7/10/2023 8:55 PM
523	None	7/10/2023 8:42 PM
524	None	7/10/2023 8:28 PM
525	None	7/10/2023 8:27 PM
526	?	7/10/2023 8:22 PM
527	None	7/10/2023 8:13 PM
528	I have only done crisi work on the phone. I prefer face to face.	7/10/2023 7:57 PM
529	Some clients prefer not to have video, so phone calls are the alternative	7/10/2023 7:55 PM
530	None	7/10/2023 7:46 PM
531	Clients are distracted	7/10/2023 7:38 PM
532	Some clients prefer, face-to-face	7/10/2023 7:35 PM
533	Occasional dropped calls on pt end or bad connection on pt end	7/10/2023 7:35 PM
534	Loss of internet and electricity due to wind and weather	7/10/2023 7:34 PM
535	None	7/10/2023 7:31 PM
536	Older patients aren't always comfortable with video and prefer telephone.	7/10/2023 7:26 PM
537	None	7/10/2023 7:25 PM
538	None	7/10/2023 7:24 PM
539	Only use telephone	7/10/2023 7:23 PM
540	None	7/10/2023 7:20 PM
541	None	7/10/2023 7:20 PM

542	Rarely, the screen will freeze but it comes back quickly	7/10/2023 7:08 PM
543	None	7/10/2023 7:06 PM
544	I enjoy telehealth very much	7/10/2023 6:55 PM
545	N/a	7/10/2023 6:40 PM
546	Weather conditions	7/10/2023 6:36 PM
547	None	7/10/2023 6:26 PM
548	Intermittent clarity issues (sound or picture) which I believe is due to client's broadband.	7/10/2023 6:26 PM
549	Distractions within patient's environment	7/10/2023 6:25 PM
550	For the Board of Psychology to recognize the need for Telehealth.	7/10/2023 6:16 PM
551	None	7/10/2023 6:15 PM
552	none	7/10/2023 6:13 PM
553	power outtages	7/10/2023 6:11 PM
554	None	7/10/2023 6:11 PM
555	none	7/10/2023 6:09 PM
556	None	7/10/2023 6:04 PM
557	None	7/10/2023 5:58 PM
558	not sure if the platform is safe and confidential	7/10/2023 5:56 PM
559	None	7/10/2023 5:51 PM
560	none	7/10/2023 5:50 PM
561	none	7/10/2023 5:49 PM
562	None	7/10/2023 5:44 PM
563	None	7/10/2023 5:39 PM
564	None	7/10/2023 5:39 PM
565	none	7/10/2023 5:38 PM
566	none	7/10/2023 5:34 PM
567	none	7/10/2023 5:22 PM
568	none	7/10/2023 5:18 PM
569	None	7/10/2023 5:17 PM
570	None	7/10/2023 5:15 PM
571	Seniors tend to have more difficulty with video	7/10/2023 5:00 PM
572	None	7/10/2023 4:59 PM
573	none	7/10/2023 4:41 PM
574	None	7/10/2023 4:33 PM
575	Culture of poverty (patients unable to access equipment or wifi)	7/10/2023 4:29 PM
576	I do not practise telehealth.	7/10/2023 4:29 PM
577	None	7/10/2023 4:25 PM
578	None	7/10/2023 4:23 PM
579	Internet dropping during sessions	7/10/2023 4:23 PM

580	none	7/10/2023 3:58 PM
581	None- most barriers since COVID have been eliminated.	7/10/2023 3:51 PM
582	None	7/10/2023 3:47 PM
583	none, it's been a fabulous way to reduce barriers to access and cost	7/10/2023 3:46 PM
584	None	7/10/2023 3:34 PM
585	none	7/10/2023 3:33 PM
586	None	7/10/2023 3:31 PM
587	None	7/10/2023 3:31 PM
588	none	7/10/2023 3:30 PM
589	Clients not have a private place for virtual sessions in the home	7/10/2023 3:27 PM
590	Access to a private space	7/10/2023 3:24 PM
591	None	7/10/2023 3:21 PM
592	None	7/10/2023 3:19 PM
593	none	7/10/2023 3:14 PM
594	none	7/10/2023 3:11 PM
595	None	7/10/2023 3:04 PM
596	None	7/10/2023 2:59 PM
597	none	7/10/2023 2:58 PM
598	None	7/10/2023 2:57 PM
599	None	7/10/2023 2:56 PM
600	none	7/10/2023 2:49 PM
601	None	7/10/2023 2:48 PM
602	None	7/10/2023 2:38 PM
603	none	7/10/2023 2:38 PM
604	None	7/10/2023 2:37 PM
605	None	7/10/2023 2:35 PM
606	None	7/10/2023 2:32 PM
607	patients who are less technologically savvy and may run into difficulties using the telehealth platform (Zoom embedded in MyChart)	7/10/2023 2:27 PM
608	None	7/10/2023 2:24 PM
609	Several clients that want to use phone as dislike computers	7/10/2023 2:20 PM
610	None	7/10/2023 2:08 PM
611	Clients who have poor internet connection or no internet connected computer and rely on their phones for teletherapy sessions. Not very frequent.	7/10/2023 2:07 PM
612	NONE	7/10/2023 2:06 PM
613	My clients prefer telephone	7/10/2023 2:06 PM
614	None	7/10/2023 2:01 PM
615	N/A	7/10/2023 1:53 PM
616	Security and privacy concerns	7/10/2023 1:52 PM

617	None	7/10/2023 1:48 PM
618	None	7/10/2023 1:47 PM
619	connection problems	7/10/2023 1:40 PM
620	None	7/10/2023 1:39 PM
621	none	7/10/2023 1:35 PM
622	Reimbursement	7/10/2023 1:35 PM
623	None	7/10/2023 1:26 PM
624	None	7/10/2023 1:26 PM
625	None	7/10/2023 1:25 PM
626	none	7/10/2023 1:24 PM
627	None	7/10/2023 1:24 PM
628	None	7/10/2023 1:23 PM
629	None	7/10/2023 1:20 PM
630	None	7/10/2023 1:18 PM
631	none	7/10/2023 1:16 PM
632	I'm going to experiment with zoom or google meets	7/10/2023 1:16 PM
633	Older clients struggling with the technology in general.	7/10/2023 1:14 PM
634	IT Support	7/10/2023 1:12 PM
635	None	7/10/2023 1:10 PM
636	Numerous technical problems occur each week often related to the poor quality of Clients phones, tablets, or laptops. I work with the very poor and their government phones lack capacity and ability for videoconferences. I work for an FQHC and have technical support as needed. We use Zoom and Doximity primarily and both function fairly well and consistently, not always. Dead zones are a problem for clients in rural areas of which there are many in Sonoma County. When reception is poor we stick to the phone sessions or when internet connection is poor we stick to phone sessions. I've been working from home for nearly three and a-half years and am now back at the office one day a week. I prefer working from home over live visits in my office.	7/10/2023 1:10 PM
637	When video freezes I use phone as audio portion so I don't miss any words.	7/10/2023 1:08 PM
638	none	7/10/2023 1:07 PM
639	none none	7/10/2023 1:07 PM
640	None	7/10/2023 1:07 PM
641	None	7/10/2023 1:04 PM
642	None	7/10/2023 1:01 PM
643	Patients forget apportionment, don't show up, or are in inadequate setting (I.e. the mall, a park)	7/10/2023 1:01 PM
644	none	7/10/2023 12:57 PM
645	None	7/10/2023 12:55 PM
646	information and education about the legal and ethical requirements	7/10/2023 12:51 PM
647	None	7/10/2023 12:50 PM
648	none	7/10/2023 12:48 PM
649	None	7/10/2023 12:48 PM
650	None	7/10/2023 12:47 PM

651	It has been a challenge to obtain a HIPAA compliant platform as a non HIPAA entity (we are under FERPA), as the companies want a signed BAA that incorrectly indicates we are a covered entity under HIPAA.	7/10/2023 12:47 PM
652	none	7/10/2023 12:46 PM
653	Patients may have difficulty using the technology	7/10/2023 12:45 PM
654	Practicality of doing assessment	7/10/2023 12:45 PM
655	none	7/10/2023 12:44 PM
656	None	7/10/2023 12:43 PM
657	Only one interested client had to be referred to in person therapy. They were elderly and did not want to use the computer, nor wanted to learn how to. They wanted telephone sessions, which we do not provide, so we referred them to in person near their home.	7/10/2023 12:41 PM
658	None, I find it most efficient to use a landline with no Zoom. Please continue this effective option.	7/10/2023 12:39 PM
659	I use FaceTime	7/10/2023 12:37 PM
660	none	7/10/2023 12:37 PM
661	None	7/10/2023 12:34 PM
662	None	7/10/2023 12:29 PM
663	Not observing the patient in front of me.	7/10/2023 12:29 PM
664	internet connection on client end	7/10/2023 12:29 PM
665	None.	7/10/2023 12:28 PM
666	None	7/10/2023 12:28 PM
667	None	7/10/2023 12:28 PM
668	Non-English fluent service population	7/10/2023 12:28 PM
669	Essentially, none.	7/10/2023 12:26 PM
670	none	7/10/2023 12:24 PM
671	With a couple of my clients, they have poor WiFi, so we have periodic freezing.	7/10/2023 12:17 PM
672	Blurry screen	7/10/2023 12:15 PM
673	None	7/10/2023 12:14 PM
674	None	7/10/2023 12:14 PM
675	none	7/10/2023 12:13 PM
676	Sometimes patients struggle to find private space	7/10/2023 12:13 PM
677	None	7/10/2023 12:12 PM
678	none	7/10/2023 12:11 PM
679	None	7/10/2023 12:10 PM
680	Privacy-often they can't be alone 100% of the time with siblings walking in to the room in middle of therapy	7/10/2023 12:09 PM
681	Older clients on Medicare are not that confident about using the internet so decline to be seen via telehealth.	7/10/2023 12:09 PM
682	none	7/10/2023 12:06 PM
683	Medical doctors no longer attempt to treat me by telehealth as I find it aversive.	7/10/2023 12:05 PM
684	None	7/10/2023 12:03 PM

685	none	7/10/2023 12:01 PM
686	None	7/10/2023 11:59 AM
687	At times patients may have some Wi-Fi issues but when the move their computer it helps	7/10/2023 11:59 AM
688	none	7/10/2023 11:58 AM
689	none	7/10/2023 11:58 AM
690	non	7/10/2023 11:57 AM
691	None	7/10/2023 11:55 AM
692	none	7/10/2023 11:55 AM
693	None	7/10/2023 11:54 AM
694	None	7/10/2023 11:49 AM
695	issues with wifi glitches	7/10/2023 11:48 AM
696	Only if client does not or cannot use zoom.	7/10/2023 11:48 AM
697	None	7/10/2023 11:45 AM
698	None	7/10/2023 11:44 AM
699	None	7/10/2023 11:42 AM
700	None	7/10/2023 11:41 AM
701	none	7/10/2023 11:39 AM
702	N/A	7/10/2023 11:39 AM
703	None	7/10/2023 11:37 AM
704	Appearance on telehealth. As an older person, I am told I look quite old.	7/10/2023 11:37 AM
705	None	7/10/2023 11:36 AM
706	None	7/10/2023 11:36 AM
707	None really. Occasional freezing	7/10/2023 11:34 AM
708	None	7/10/2023 11:34 AM
709	tech knowledge	7/10/2023 11:34 AM
710	Computer skills with my elderly clients and not having their personal lab tap	7/10/2023 11:34 AM
711	none	7/10/2023 11:33 AM
712	None	7/10/2023 11:32 AM
713	none	7/10/2023 11:32 AM
714	Logitech Brio camera, Sony headphones	7/10/2023 11:28 AM
715	None	7/10/2023 11:27 AM
716	none	7/10/2023 11:25 AM
717	one	7/10/2023 11:25 AM
718	None	7/10/2023 11:25 AM
719	None	7/10/2023 11:22 AM
720	client's meeting in more "untraditional" spaces online that could jeopardize their privacy	7/10/2023 11:22 AM
721	minimal, but sometimes client won't have good connectivity	7/10/2023 11:22 AM
722	None	7/10/2023 11:19 AM

723	none	7/10/2023 11:18 AM
724	Unexpected internet connection interruptions	7/10/2023 11:18 AM
725	None	7/10/2023 11:17 AM
726	none.	7/10/2023 11:17 AM
727	None	7/10/2023 11:14 AM
728	None	7/10/2023 11:12 AM
729	That barriers are mainly that the board does not allow me to use certain platforms that tend to perform better. I am limited to HIPAA compliant platforms which do not function as well as something like FaceTime	7/10/2023 11:12 AM
730	occasional freezing and/or loss of sync between audio and video, though usually easily fixed by refreshing.	7/10/2023 11:12 AM
731	None	7/10/2023 11:08 AM
732	none	7/10/2023 11:08 AM
733	none	7/10/2023 11:08 AM
734	None	7/10/2023 11:07 AM
735	none	7/10/2023 11:06 AM
736	Connection failures (rare) but persistent for more mountainous regions. Phone appts work extremely well	7/10/2023 11:06 AM
737	Older clientele, who do not know how to use these platforms and are afraid to learn	7/10/2023 11:04 AM
738	clients internet	7/10/2023 11:03 AM
739	None	7/10/2023 11:03 AM
740	none	7/10/2023 11:02 AM
741	None	7/10/2023 10:59 AM
742	none	7/10/2023 10:58 AM
743	none	7/10/2023 10:58 AM
744	Some clients do not have any computer access.	7/10/2023 10:58 AM
745	Do not believe telehealth is a good alternative for face to face	7/10/2023 10:58 AM
746	None	7/10/2023 10:58 AM
747	None	7/10/2023 10:56 AM
748	None	7/10/2023 10:56 AM
749	None	7/10/2023 10:55 AM
750	clients from other states where I am not licensed seeking help	7/10/2023 10:55 AM
751	none	7/10/2023 10:54 AM
752	none	7/10/2023 10:53 AM
753	Most of my clients are seniors/elderly and have difficulty understanding technology or affording it.	7/10/2023 10:53 AM
754	Limitation everywhere	7/10/2023 10:53 AM
755	None	7/10/2023 10:52 AM
756	NONE	7/10/2023 10:52 AM
757	None	7/10/2023 10:52 AM

758	None	7/10/2023 10:51 AM
759	none	7/10/2023 10:50 AM
760	none	7/10/2023 10:50 AM
761	None	7/10/2023 10:48 AM
762	None	7/10/2023 10:48 AM
763	None	7/10/2023 10:46 AM
764	Integrated EMR, billing telehealth services that are cost effective for small businesses or private practice	7/10/2023 10:46 AM
765	None	7/10/2023 10:44 AM
766	None	7/10/2023 10:44 AM
767	None	7/10/2023 10:44 AM
768	None	7/10/2023 10:44 AM
769	None	7/10/2023 10:44 AM
770	sometimes the connection ius not very good but we then try facetime or phone and it all has worked out. I have not ever had to cancel because of any techical issue	7/10/2023 10:43 AM
771	My or client's lack of knowledge how to address tech problems	7/10/2023 10:42 AM
772	i use the telephone: dropped calls, poor cell service reception (e.g., if clients are outside), phone not charged	7/10/2023 10:42 AM
773	Many of my elderly patients do not feel comfortable using computers and request telephone appointments only, especially if it is difficult for them to be able to attend in person appointments for various reasons	7/10/2023 10:40 AM
774	Occasionally my or my patients' zoom not great or telephone reception erratic.	7/10/2023 10:39 AM
775	None	7/10/2023 10:38 AM
776	None	7/10/2023 10:38 AM
777	none	7/10/2023 10:38 AM
778	none	7/10/2023 10:38 AM
779	None	7/10/2023 10:37 AM
780	none	7/10/2023 10:37 AM
781	Difficulties with practice across state lines when pts. travel outside of CA.	7/10/2023 10:36 AM
782	None	7/10/2023 10:36 AM
783	None	7/10/2023 10:36 AM
784	None	7/10/2023 10:35 AM
785	none	7/10/2023 10:34 AM
786	Sometimes using technology by elderly has been challenging	7/10/2023 10:33 AM
787	none	7/10/2023 10:33 AM
788	Video connection can be blurry at times	7/10/2023 10:33 AM
789	None	7/10/2023 10:32 AM
790	None	7/10/2023 10:32 AM
791	None	7/10/2023 10:32 AM
792	none, rare instances of problems with connectivity	7/10/2023 10:31 AM

793	None	7/10/2023 10:30 AM
794	None	7/10/2023 10:30 AM
795	none	7/10/2023 10:29 AM
796	Only power outages	7/10/2023 10:28 AM
797	None	7/10/2023 10:28 AM
798	None	7/10/2023 10:28 AM
799	Privacy	7/10/2023 10:28 AM
800	None	7/10/2023 10:28 AM
801	People sometimes have difficulty getting the horizontal or vertical settings right for video.	7/10/2023 10:28 AM
802	none	7/10/2023 10:26 AM
803	None	7/10/2023 10:25 AM
804	None	7/10/2023 10:25 AM
805	none	7/10/2023 10:25 AM
806	Some older patients are intimidated by the internet, so they rather not approach any providers for services. Some do not know how to use the internet . All they can use is the telephone. However, their hearing is not that good.	7/10/2023 10:24 AM
807	none	7/10/2023 10:23 AM
808	some patients need additional training in using the technology	7/10/2023 10:23 AM
809	N/A	7/10/2023 10:22 AM
810	none	7/10/2023 10:22 AM
811	patient's lack of privacy at home	7/10/2023 10:22 AM
812	None	7/10/2023 10:21 AM
813	none	7/10/2023 10:21 AM
814	None	7/10/2023 10:21 AM
815	Technical Support	7/10/2023 10:20 AM
816	None	7/10/2023 10:19 AM
817	none	7/10/2023 10:17 AM
818	None	7/10/2023 10:16 AM
819	none	7/10/2023 10:15 AM
820	Work in a prison, inmates do not have access to telecare programs	7/10/2023 10:15 AM
821	Safe quiet space	7/10/2023 10:15 AM
822	none	7/10/2023 10:15 AM
823	Few. 5G has helped and most people have access to mobile device, even those who access state and federal funding for healthcare. The greater issue to access is tech literacy. It is important that Providers themselves are tech literate in order to guide their patients in the event of a software issue. I have found this is a nice collaborative and cooperative opportunity to work together. Outages are rare, and robust EHRs create stability in this medium.	7/10/2023 10:15 AM
824	None	7/10/2023 10:14 AM
825	none	7/10/2023 10:12 AM
826	Privacy issues for the client	7/10/2023 10:12 AM
827	None	7/10/2023 10:11 AM

828	None	7/10/2023 10:10 AM
829	None	7/10/2023 10:10 AM
830	none	7/10/2023 10:10 AM
831	Pt. access or capacity to use telehealth audio-visual technology	7/10/2023 10:10 AM
832	None	7/10/2023 10:09 AM
833	None	7/10/2023 10:08 AM
834	None	7/10/2023 10:08 AM
835	None	7/10/2023 10:08 AM
836	None	7/10/2023 10:07 AM
837	None	7/10/2023 10:07 AM
838	older adults who are not used to technology	7/10/2023 10:07 AM
839	My clients are primarily homeless, they often have a hard time finding a private place to conduct a telehealth sessions.	7/10/2023 10:07 AM
840	none	7/10/2023 10:06 AM
841	Some difficulties with interpreters contacting via telehealth	7/10/2023 10:06 AM
842	None	7/10/2023 10:05 AM
843	None	7/10/2023 10:05 AM
844	None	7/10/2023 10:05 AM
845	None	7/10/2023 10:05 AM
846	none	7/10/2023 10:04 AM
847	None	7/10/2023 10:04 AM
848	None	7/10/2023 10:04 AM
849	None	7/10/2023 10:03 AM
850	Clients' lack of technical skills	7/10/2023 10:03 AM
851	none	7/10/2023 10:02 AM
852	Privacy	7/10/2023 10:02 AM
853	Not having California be under PSYPACT	7/10/2023 10:02 AM
854	none	7/10/2023 10:01 AM
855	None	7/10/2023 10:01 AM
856	Time from their work schedules	7/10/2023 10:00 AM
857	None	7/10/2023 10:00 AM
858	None	7/10/2023 10:00 AM
859	Lack of training	7/10/2023 10:00 AM
860	none	7/10/2023 10:00 AM
861	none	7/10/2023 9:59 AM
862	None	7/10/2023 9:59 AM
863	none except lack of certainty about reimbursement from 3rd party carriers including CMS	7/10/2023 9:59 AM
864	None	7/10/2023 9:59 AM
865	None	7/10/2023 9:58 AM

866	None	7/10/2023 9:58 AM
867	None	7/10/2023 9:58 AM
868	None	7/10/2023 9:57 AM
869	none	7/10/2023 9:57 AM
870	None	7/10/2023 9:57 AM
871	N/A	7/10/2023 9:57 AM
872	NONE	7/10/2023 9:57 AM
873	None	7/10/2023 9:57 AM
874	No	7/10/2023 9:56 AM
875	None	7/10/2023 9:56 AM
876	None	7/10/2023 9:56 AM
877	None	7/10/2023 9:56 AM
878	Poor FaceTime connection	7/10/2023 9:56 AM
879	none	7/10/2023 9:56 AM
880	None	7/10/2023 9:55 AM
881	none	7/10/2023 9:55 AM
882	None	7/10/2023 9:55 AM
883	none	7/10/2023 9:55 AM
884	n/a	7/10/2023 9:55 AM
885	None	7/10/2023 9:55 AM
886	none	7/10/2023 9:54 AM
887	None	7/10/2023 9:54 AM
888	none	7/10/2023 9:54 AM
889	None	7/10/2023 9:54 AM
890	None	7/10/2023 9:53 AM
891	None	7/10/2023 9:53 AM
892	Occasional frozen connections	7/10/2023 9:53 AM
893	Using cell phones for video conferencing and on the cell network (not Wi-Fi)	7/10/2023 9:53 AM
894	Patients not having the knowledge of how to sign on	7/10/2023 9:52 AM
895	None	7/10/2023 9:52 AM
896	None	7/10/2023 9:52 AM
897	None	7/10/2023 9:52 AM
898	None	7/10/2023 9:52 AM
899	None	7/10/2023 9:52 AM
900	None	7/10/2023 9:52 AM
901	None	7/10/2023 9:52 AM
902	None	7/10/2023 9:51 AM
903	none	7/10/2023 9:51 AM

904	None	7/10/2023 9:51 AM
905	None	7/10/2023 9:51 AM
906	None	7/10/2023 9:51 AM
907	None	7/10/2023 9:50 AM
908	Patients wanted in person	7/10/2023 9:50 AM
909	None	7/10/2023 9:50 AM
910	None	7/10/2023 9:50 AM
911	None	7/10/2023 9:50 AM
912	No barriers	7/10/2023 9:50 AM
913	none	7/10/2023 9:50 AM
914	None	7/10/2023 9:49 AM
915	none	7/10/2023 9:49 AM
916	none	7/10/2023 8:54 AM
917	None	7/10/2023 8:51 AM
918	none	7/10/2023 7:35 AM
919	NONE	7/9/2023 2:45 PM
920	none	7/8/2023 3:38 PM
921	Client who prefers in-person therapy	7/8/2023 3:05 PM
922	None	7/8/2023 1:04 PM
923	none	7/7/2023 4:39 PM
924	none	7/6/2023 5:45 PM
925	telehealth has been a very smooth process.	7/6/2023 4:18 PM
926	None	7/6/2023 11:19 AM
927	None	7/6/2023 10:55 AM
928	None	7/6/2023 6:33 AM
929	Occasional technological difficulties (mostly client challenges with software or hardware).	7/5/2023 3:35 PM
930	some older folks struggle to use the technology	7/5/2023 1:40 PM
931	none	7/5/2023 1:39 PM
932	none	7/5/2023 1:28 PM
933	employer (the state) doesn't allow telehealth for psychologists. Psychiatrists, however, have been providing telehealth since before the pandemic...stupid double standards.	7/5/2023 10:53 AM
934	Power outages	7/5/2023 10:22 AM
935	None	7/5/2023 10:04 AM
936	Privacy, comfort, reducing distractions.	7/4/2023 2:26 PM
937	Client in vehicle traveling while in session and losing signal	7/4/2023 8:16 AM
938	None	7/4/2023 6:39 AM
939	none	7/3/2023 10:44 PM
940	Limitations with clients out of state - When will Ca join PSYPACT?	7/3/2023 9:01 PM
941	Unsure of Telehealth Platform to utilize	7/3/2023 7:44 PM

942	None.	7/3/2023 6:36 PM
943	Patient doesn't have a smartphone or a computer	7/3/2023 1:14 PM
944	none	7/3/2023 1:00 PM
945	none	7/3/2023 10:18 AM
946	none	7/3/2023 7:49 AM
947	Some "Clients" not having access to a good quality internet	7/2/2023 5:24 PM
948	None	7/2/2023 3:53 PM
949	none	7/2/2023 10:25 AM
950	None	7/2/2023 10:23 AM
951	none	7/2/2023 10:21 AM
952	None	7/1/2023 7:01 PM
953	none	7/1/2023 6:15 PM
954	none	7/1/2023 5:44 PM
955	None	7/1/2023 2:38 PM
956	None	7/1/2023 11:21 AM
957	Neuropsychological assessment can not be conducted through only telemedicine. When utilitized, it's in conjunction with in-person sessions.	6/30/2023 10:37 PM
958	Internet interruptions of Zoom meetings	6/30/2023 5:22 PM
959	none	6/30/2023 5:22 PM
960	none	6/30/2023 4:55 PM
961	Patient's don't always have access to computer for assessments	6/30/2023 3:21 PM
962	None	6/30/2023 1:45 PM
963	The client not being able to have privacy	6/30/2023 1:05 PM
964	none	6/30/2023 12:48 PM
965	None	6/30/2023 12:36 PM
966	None	6/30/2023 12:29 PM
967	For those patients not technologically oriented, I help them or have them talk to VSee (which keeps their confidentiality and the patient name is not needed)	6/30/2023 12:16 PM
968	none	6/30/2023 11:43 AM
969	older patients will need help accessing the platform or won't know how to log on/log off if the platform is not working well. I find they do better if there's an adult child/caregiver to assist.	6/30/2023 11:06 AM
970	None	6/30/2023 10:11 AM
971	none	6/30/2023 9:45 AM
972	none	6/30/2023 9:17 AM
973	Poor technical knowledge, unable to troubleshoot	6/30/2023 7:42 AM
974	California BBS not being part of PsyPact so many of our clients who are now going on vacation , traveling for work or living a "digital nomad" lifestyle then have to stop services because they go out of CA state lines but also can't find another provider because they do not permanently live in that state	6/30/2023 5:50 AM
975	none	6/29/2023 10:53 PM
976	None.	6/29/2023 10:13 PM

977	none	6/29/2023 7:10 PM
978	none	6/29/2023 7:04 PM
979	None	6/29/2023 6:31 PM
980	none	6/29/2023 5:47 PM
981	NONE	6/29/2023 5:42 PM
982	None	6/29/2023 4:25 PM
983	Power outages	6/29/2023 1:44 PM
984	insurance coverage sometimes	6/29/2023 12:56 PM
985	None	6/29/2023 12:21 PM
986	none	6/29/2023 12:19 PM
987	none	6/29/2023 12:13 PM
988	None	6/29/2023 11:33 AM
989	none	6/29/2023 11:18 AM
990	none	6/29/2023 10:52 AM
991	None	6/29/2023 10:42 AM
992	none	6/29/2023 10:36 AM
993	None	6/29/2023 10:09 AM
994	NONE	6/29/2023 9:52 AM
995	None	6/29/2023 9:06 AM
996	None	6/29/2023 8:43 AM
997	NA	6/29/2023 8:29 AM
998	none	6/29/2023 7:54 AM
999	Sometimes I lose an internet connection for unknown reasons, so I and the client need to log off and rejoin the teletherapy session.	6/29/2023 1:40 AM
1000	Assessment validity	6/29/2023 12:29 AM
1001	None	6/28/2023 10:45 PM
1002	Rarely any problems	6/28/2023 10:42 PM
1003	none	6/28/2023 10:39 PM
1004	none	6/28/2023 10:13 PM
1005	None	6/28/2023 8:22 PM
1006	None	6/28/2023 6:23 PM
1007	For the clients I see, save occasional poor connections, they have verbalized a preference for telehealth.	6/28/2023 6:20 PM
1008	Many elderly do not understand how to use links for telehealth and it takes time for clinicians to explain or help walk them through the set up.	6/28/2023 4:51 PM
1009	At times the reception is poor	6/28/2023 4:40 PM
1010	increasing concern re denials of insurance coverage for OON mental health services provided via telehealth, a barrier that impacts some of my disabled patients	6/28/2023 4:05 PM
1011	none	6/28/2023 3:27 PM
1012	Prefer to see people in person.	6/28/2023 3:24 PM

1013	some client's unfamiliarity with technology has in the past contributed to difficulties such as downloading apps or knowing how to click on a link or turn on audio	6/28/2023 2:07 PM
1014	None for me; my clients all have good access but I do not work with disadvantaged populations	6/28/2023 2:01 PM
1015	N/A	6/28/2023 1:57 PM
1016	None	6/28/2023 1:23 PM
1017	access to privacy for sessions (primarily pandemic issue)	6/28/2023 12:30 PM
1018	None	6/28/2023 12:15 PM
1019	access to confidential space to attend virtual therapy	6/28/2023 12:14 PM
1020	None	6/28/2023 11:53 AM
1021	privacy for clients	6/28/2023 11:20 AM
1022	none	6/28/2023 11:15 AM
1023	none	6/28/2023 11:13 AM
1024	none	6/28/2023 11:03 AM
1025	None	6/28/2023 10:51 AM
1026	Clients having limited privacy at home	6/28/2023 10:45 AM
1027	none	6/28/2023 10:29 AM
1028	none	6/28/2023 10:19 AM
1029	None	6/28/2023 9:56 AM
1030	NONE	6/28/2023 9:44 AM
1031	none	6/28/2023 9:34 AM
1032	none	6/28/2023 9:19 AM
1033	Voice isolation technology makes it hard to hear older patients	6/28/2023 8:58 AM
1034	NONE	6/28/2023 8:55 AM
1035	None	6/28/2023 8:53 AM
1036	none	6/28/2023 8:23 AM
1037	None	6/28/2023 7:28 AM
1038	None	6/28/2023 6:34 AM
1039	None	6/28/2023 6:15 AM
1040	Nature of video conferencing in general	6/27/2023 10:57 PM
1041	None	6/27/2023 10:52 PM
1042	None	6/27/2023 10:45 PM
1043	none.	6/27/2023 10:27 PM
1044	none	6/27/2023 10:04 PM
1045	None	6/27/2023 9:47 PM
1046	none	6/27/2023 9:21 PM
1047	none	6/27/2023 9:17 PM
1048	Sometimes clients are not very computer savvy and can't figure out how to, eg. turn on cameras	6/27/2023 9:17 PM

1049	some clients need help first time tutorial on how to use screen sharing and turn on camera and sound etc.	6/27/2023 9:10 PM
1050	none	6/27/2023 8:44 PM
1051	none	6/27/2023 8:42 PM
1052	No problems, barriers, for me. Some clients occasionally had speed or location problems that caused interrupted coverage..	6/27/2023 7:58 PM
1053	I can't remember any specifics. It always gets worked out.	6/27/2023 7:50 PM
1054	none	6/27/2023 7:01 PM
1055	None	6/27/2023 6:39 PM
1056	Areas that are more rural have very limited internet options, none good.	6/27/2023 6:09 PM
1057	none	6/27/2023 6:04 PM
1058	none-- but I am privileged to work at a Community College that provides all these.	6/27/2023 5:30 PM
1059	tech issue with picture and sound	6/27/2023 5:16 PM
1060	None	6/27/2023 4:54 PM
1061	None	6/27/2023 4:49 PM
1062	No internet service in patient's home.	6/27/2023 4:39 PM
1063	PG and E outages	6/27/2023 4:35 PM
1064	none	6/27/2023 4:19 PM
1065	technical glitches in even high quality systems	6/27/2023 4:19 PM
1066	my work site (state hospital) does not have a telehealth practice	6/27/2023 4:14 PM
1067	freezing, distortion, loss of connection on the part of either party (sometimes hard to know which end), as well as softer problems of poor lighting and/or sound on clients' part	6/27/2023 4:08 PM
1068	None	6/27/2023 4:05 PM
1069	Glitches in video transmission and freezing	6/27/2023 4:04 PM
1070	None	6/27/2023 4:01 PM
1071	none	6/27/2023 3:54 PM
1072	None	6/27/2023 3:41 PM
1073	None	6/27/2023 3:21 PM
1074	none	6/27/2023 3:17 PM
1075	None	6/27/2023 3:12 PM
1076	none	6/27/2023 3:12 PM
1077	enon	6/27/2023 3:06 PM
1078	Patients sometimes have issues logging on for video sessions	6/27/2023 2:57 PM
1079	Comfort with telehealth	6/27/2023 2:55 PM
1080	none	6/27/2023 2:42 PM
1081	n/a	6/27/2023 2:41 PM
1082	none	6/27/2023 2:18 PM
1083	none	6/27/2023 2:15 PM
1084	None	6/27/2023 1:55 PM
1085	Patient's not being technically savvy	6/27/2023 1:52 PM

1086	Batteries dying mid-session, especially if client is on the phone	6/27/2023 1:51 PM
1087	Client may not have a privacy during a session	6/27/2023 1:43 PM
1088	none	6/27/2023 1:36 PM
1089	I primarily do neurofeedback which mostly requires in-person	6/27/2023 1:28 PM
1090	None other	6/27/2023 1:27 PM
1091	Mainly barriers are on patient's end.	6/27/2023 1:15 PM
1092	older users have more trouble with tech/phone often best	6/27/2023 1:11 PM
1093	none	6/27/2023 1:08 PM
1094	none	6/27/2023 12:51 PM
1095	none	6/27/2023 12:50 PM
1096	occasional glitches	6/27/2023 12:48 PM
1097	No barriers	6/27/2023 12:46 PM
1098	Occasional technical issues due to weather or poor internet connections.	6/27/2023 12:39 PM
1099	I'm 84 and getting used to the technology has been uphill.	6/27/2023 12:38 PM
1100	none	6/27/2023 12:37 PM
1101	none	6/27/2023 12:35 PM
1102	none	6/27/2023 12:30 PM
1103	Sometimes there are just tehnical difficulties	6/27/2023 12:21 PM
1104	general intimidation for me and my older adult clients.	6/27/2023 12:20 PM
1105	many clients, especially older persons, lack knowledge of tech	6/27/2023 12:17 PM
1106	certain tests administration	6/27/2023 12:16 PM
1107	When people travel temporarily outside of state	6/27/2023 12:12 PM
1108	Telehealth can work on a phone but it is not ideal	6/27/2023 12:09 PM
1109	none	6/27/2023 12:07 PM
1110	none	6/27/2023 12:00 PM
1111	computer literacy issues especially for elderly caregivers; lack of privacy in crowded home for a private telehealth appointment	6/27/2023 11:52 AM
1112	age related technology competency (geriatric patients)	6/27/2023 11:36 AM
1113	none	6/27/2023 11:29 AM
1114	Location/privacy for clients' sessions, sometimes on their end	6/27/2023 11:26 AM
1115	none	6/27/2023 11:25 AM
1116	None	6/27/2023 11:25 AM
1117	None	6/27/2023 11:22 AM
1118	None	6/27/2023 11:11 AM
1119	I am no longer in CA but I maintain a CA license. I am licensed in another state that is part of PsyPact. Unfortunately, my former clients who are in CA can not continue to see me. Clients who moved out of CA into Psypact states have found me and we have continued services.	6/27/2023 11:07 AM
1120	none	6/27/2023 11:06 AM
1121	I have not used telehealth, I am about to retire and I do not intend using it!	6/27/2023 11:05 AM

1122	NONE	6/27/2023 11:02 AM
1123	internet "freezing" during sessions	6/27/2023 11:00 AM
1124	Clients with less confidence with technology, making initiation of services frustrating	6/27/2023 10:59 AM
1125	None	6/27/2023 10:58 AM
1126	None	6/27/2023 10:57 AM
1127	none - mainly the state of California not allowing out of resident telework.	6/27/2023 10:34 AM
1128	none	6/27/2023 10:31 AM
1129	None	6/27/2023 10:30 AM
1130	Access to private space	6/27/2023 10:20 AM
1131	none	6/27/2023 10:10 AM
1132	None	6/27/2023 10:07 AM
1133	Some clients are not tech savvy.	6/27/2023 10:07 AM
1134	N/A	6/27/2023 10:02 AM
1135	Age of pt has been a factor in understanding and having familiarity with technology	6/27/2023 10:01 AM
1136	Skype background info demands	6/27/2023 10:00 AM
1137	Patient issues with connectivity on computer	6/27/2023 9:56 AM
1138	some internet connections can be troublesome for some patients	6/27/2023 9:45 AM
1139	Cellular connection inadequate in areas or at times	6/27/2023 9:39 AM
1140	None	6/27/2023 9:37 AM
1141	None	6/27/2023 9:37 AM
1142	Some clients with low income do not have devices.	6/27/2023 9:36 AM
1143	none	6/27/2023 9:32 AM
1144	none	6/27/2023 9:29 AM
1145	None	6/27/2023 9:27 AM
1146	Some clients have difficulties with understanding technology which limits our ability to do video telehealth visits.	6/27/2023 9:08 AM
1147	clients access	6/27/2023 9:05 AM
1148	N/A	6/27/2023 9:00 AM
1149	none	6/27/2023 8:38 AM
1150	none	6/27/2023 8:37 AM
1151	Older clients' limited computer skills	6/27/2023 8:33 AM
1152	Client lack of access to consistent technology	6/27/2023 8:31 AM
1153	None	6/27/2023 8:18 AM
1154	phone/audio only in managed care office	6/27/2023 8:12 AM
1155	None	6/27/2023 8:03 AM
1156	None	6/27/2023 7:58 AM
1157	lack of parental support in set-up	6/27/2023 7:41 AM
1158	Lower reimbursement from insurance	6/27/2023 7:38 AM
1159	Occasional connection issues	6/27/2023 7:34 AM

1160	Banning FaceTime (free) in favor of paid platforms. Don't we get gouged enough by the insurance companies?	6/27/2023 7:31 AM
1161	None	6/27/2023 7:11 AM
1162	None	6/27/2023 7:04 AM
1163	None	6/27/2023 6:58 AM
1164	Poor internet connectivity	6/27/2023 6:35 AM
1165	none	6/27/2023 6:35 AM
1166	none	6/27/2023 6:14 AM
1167	some patients do not have smart phones or know how to connect to a computer	6/27/2023 5:52 AM
1168	None	6/27/2023 5:50 AM
1169	None experienced	6/27/2023 5:43 AM
1170	Some older clients are not technologically able to make use of telehealth.	6/27/2023 5:42 AM
1171	No available to offer services to my patients if I am out of state	6/27/2023 5:37 AM
1172	None	6/27/2023 5:21 AM
1173	none	6/27/2023 4:59 AM
1174	My understanding is that new changes recently went into effect regarding insurance reimbursement for telehealth services. I don't take insurance, but many of my clients submit superbills. It's my understanding that with the recent legislative changes, insurance companies are no longer required to provide the same reimbursement for telehealth services as in person services, which will affect my patients ability to receive reimbursement, and therefore to afford and access therapy services.	6/27/2023 4:53 AM
1175	Occasional glitches	6/27/2023 4:39 AM
1176	None	6/27/2023 3:12 AM
1177	None	6/27/2023 1:41 AM
1178	None	6/27/2023 1:14 AM
1179	None. Occasionally, patients have connection issues, but none that have been barriers to our work	6/27/2023 1:01 AM
1180	None	6/26/2023 11:38 PM
1181	none	6/26/2023 11:34 PM
1182	None	6/26/2023 11:31 PM
1183	None	6/26/2023 11:27 PM
1184	Out of state licence barriers	6/26/2023 11:26 PM
1185	Problems with poor internet connections	6/26/2023 11:22 PM
1186	none	6/26/2023 11:16 PM
1187	Clients, especially children/teens, are not given sufficient privacy for individual therapy via telehealth in their homes	6/26/2023 11:12 PM
1188	none	6/26/2023 11:11 PM
1189	Older folks not knowing how to navigate technology (e.g., difficulty finding email to click on zoom link to get to zoom meeting)	6/26/2023 11:08 PM
1190	None	6/26/2023 11:08 PM
1191	None	6/26/2023 10:58 PM
1192	None	6/26/2023 10:54 PM

1193	Clients moving and State Boards making continuation of care very hard, including CA BOP	6/26/2023 10:52 PM
1194	Older adults and less tech savvy clients have difficulty using new systems. Most would prefer a simple to use platform such as zoom or webex.	6/26/2023 10:45 PM
1195	None	6/26/2023 10:39 PM
1196	None	6/26/2023 10:35 PM
1197	None	6/26/2023 10:33 PM
1198	Patients moving to other places (e.g., for college in a different state)	6/26/2023 10:32 PM
1199	none	6/26/2023 10:30 PM
1200	None	6/26/2023 10:29 PM
1201	none	6/26/2023 10:28 PM
1202	I do not see anything wrong with having telehealth	6/26/2023 10:27 PM
1203	none	6/26/2023 10:18 PM
1204	None	6/26/2023 10:16 PM
1205	none	6/26/2023 10:06 PM
1206	None	6/26/2023 10:01 PM
1207	none	6/26/2023 9:51 PM
1208	None	6/26/2023 9:50 PM
1209	None	6/26/2023 9:47 PM
1210	None	6/26/2023 9:45 PM
1211	Some clients lack confidence and ability to make use of equipment.	6/26/2023 9:41 PM
1212	I am very unhappy with having to do teletherapy, and never wanted it in the first place	6/26/2023 9:37 PM
1213	Patient's lack of tech orientation.	6/26/2023 9:36 PM
1214	MAIN PROBLEM IS NO PERSONAL CONTACT	6/26/2023 9:27 PM
1215	none	6/26/2023 9:25 PM
1216	None	6/26/2023 9:15 PM
1217	None	6/26/2023 9:10 PM
1218	None	6/26/2023 9:10 PM
1219	none	6/26/2023 9:08 PM
1220	None	6/26/2023 9:07 PM
1221	I use Doxy and it is usually good	6/26/2023 9:04 PM
1222	Audio quality	6/26/2023 9:03 PM
1223	Frequently have technical issues using Doxy.me. Some older clients have limited experience with telehealth using iphones, ipads, computers.	6/26/2023 9:00 PM
1224	none	6/26/2023 8:54 PM
1225	None	6/26/2023 8:50 PM
1226	None	6/26/2023 8:50 PM
1227	none	6/26/2023 8:49 PM
1228	none.	6/26/2023 8:47 PM
1229	None.	6/26/2023 8:46 PM

1230	Older clients need help learning zoom technology	6/26/2023 8:46 PM
1231	I have Medicare pts and they all eventually learn or we use phone	6/26/2023 8:39 PM
1232	I have had great experiences with telehealth	6/26/2023 8:34 PM
1233	None	6/26/2023 8:34 PM
1234	None	6/26/2023 8:33 PM
1235	None	6/26/2023 8:31 PM
1236	Sometimes differing phone platforms limit what programs can be used	6/26/2023 8:31 PM
1237	Not being able to see clients when they travel or relocate out of state	6/26/2023 8:30 PM
1238	clients may not want telehealth, prefer in-person appt	6/26/2023 8:30 PM
1239	Patients slow internet	6/26/2023 8:26 PM
1240	None	6/26/2023 8:20 PM
1241	None	6/26/2023 8:15 PM
1242	None	6/26/2023 8:14 PM
1243	none	6/26/2023 8:14 PM
1244	Patients have no skill to navigate technology	6/26/2023 8:08 PM
1245	None	6/26/2023 8:02 PM
1246	none	6/26/2023 8:01 PM
1247	None	6/26/2023 8:00 PM
1248	Lack of tech knowledge to troubleshoot	6/26/2023 7:57 PM
1249	None	6/26/2023 7:56 PM
1250	I have not seen any barriers	6/26/2023 7:55 PM
1251	none	6/26/2023 7:49 PM
1252	Patients lack of access to devices with cameras, mainly phone visits have taken place for this reason	6/26/2023 7:48 PM
1253	Occasional crashes of unclear origin; one power outage; sometimes connection is unstable for unknown reasons	6/26/2023 7:46 PM
1254	None	6/26/2023 7:43 PM
1255	none	6/26/2023 7:39 PM
1256	None	6/26/2023 7:35 PM
1257	Client's devices running out of battery	6/26/2023 7:32 PM
1258	None	6/26/2023 7:31 PM
1259	None	6/26/2023 7:27 PM
1260	Not comfortable with Zoom.	6/26/2023 7:21 PM
1261	none	6/26/2023 7:17 PM
1262	Not all psychological assessments / tests can be administered remotely	6/26/2023 7:16 PM
1263	Infrequent client lack of bandwidth	6/26/2023 7:15 PM
1264	None	6/26/2023 7:13 PM
1265	None	6/26/2023 7:12 PM
1266	None	6/26/2023 7:10 PM

1267	None	6/26/2023 7:07 PM
1268	General virtual errors	6/26/2023 6:56 PM
1269	None	6/26/2023 6:56 PM
1270	Power outages (planned and unplanned)	6/26/2023 6:55 PM
1271	No barriers	6/26/2023 6:51 PM
1272	Patient Privacy - especially when trying to make appointments on lunch breaks and before/after class or job.	6/26/2023 6:50 PM
1273	None	6/26/2023 6:47 PM
1274	None	6/26/2023 6:44 PM
1275	Supervisor preconception about telework	6/26/2023 6:43 PM
1276	none	6/26/2023 6:41 PM
1277	None	6/26/2023 6:41 PM
1278	none	6/26/2023 6:37 PM
1279	bad lighting	6/26/2023 6:37 PM
1280	Not appropriate for client	6/26/2023 6:37 PM
1281	Lack of technical skills by user	6/26/2023 6:35 PM
1282	None	6/26/2023 6:30 PM
1283	None	6/26/2023 6:30 PM
1284	I am a Medicare provider and many seniors simply do not have the knowledge or the desire to have the up to date equipment, and to acquire the knowledge to to video teletherapy and this is a problem because Medicare is ending our ability to do audio only therapy. I can tell you right now, ending audio teletherapy is going to immediately deny access to mental health services because patients are homebound and won't buy and learn the equipment for teletherapy. PLEASE UNDERSTAND that when Medicare eliminates audio only therapy they will deny mental health access to isolated seniors who need mental health treatment the most.	6/26/2023 6:30 PM
1285	None	6/26/2023 6:29 PM
1286	None	6/26/2023 6:28 PM
1287	None	6/26/2023 6:26 PM
1288	none	6/26/2023 6:25 PM
1289	none	6/26/2023 6:24 PM
1290	elderly patients confused by telehealth platform	6/26/2023 6:22 PM
1291	unsure, works most of the time but there could be issues with internet speed or "dead zones", where internet has difficulty being consistent. Also notice cell phone data works better than "wifi" if cell phone is being used.	6/26/2023 6:21 PM
1292	none	6/26/2023 6:19 PM
1293	None	6/26/2023 6:17 PM
1294	None	6/26/2023 6:16 PM
1295	none	6/26/2023 6:15 PM
1296	None.	6/26/2023 6:14 PM
1297	None	6/26/2023 6:13 PM
1298	None	6/26/2023 6:10 PM
1299	Na	6/26/2023 6:09 PM

1300	none	6/26/2023 6:09 PM
1301	none	6/26/2023 6:09 PM
1302	n/a	6/26/2023 6:08 PM
1303	None	6/26/2023 6:07 PM
1304	None	6/26/2023 6:06 PM
1305	none	6/26/2023 6:05 PM
1306	None	6/26/2023 6:03 PM
1307	none	6/26/2023 6:03 PM
1308	Privacy at home	6/26/2023 6:01 PM
1309	None	6/26/2023 5:59 PM
1310	None	6/26/2023 5:57 PM
1311	None	6/26/2023 5:56 PM
1312	Dropped connections, especially with rural clients	6/26/2023 5:56 PM
1313	None	6/26/2023 5:53 PM
1314	None	6/26/2023 5:52 PM
1315	Patient Hearing difficulties	6/26/2023 5:52 PM
1316	None	6/26/2023 5:52 PM
1317	None	6/26/2023 5:51 PM
1318	None	6/26/2023 5:49 PM
1319	None, unless a patient has no access to a computer, tablet, or smartphone.	6/26/2023 5:48 PM
1320	None	6/26/2023 5:44 PM
1321	some clients can't use their internet effectively	6/26/2023 5:43 PM
1322	None	6/26/2023 5:41 PM
1323	NONE	6/26/2023 5:38 PM
1324	None	6/26/2023 5:33 PM
1325	None	6/26/2023 5:33 PM
1326	Some patients are not tech savvy and struggle to understand concepts of video links and therefore request phone calls instead.	6/26/2023 5:31 PM
1327	None	6/26/2023 5:29 PM
1328	HIPPA has put so many firewalls up that my computer crashes	6/26/2023 5:29 PM
1329	None	6/26/2023 5:23 PM
1330	Some people I have seen very much struggle to deal with the mechanics/basics of internet usage.	6/26/2023 5:23 PM
1331	none	6/26/2023 5:22 PM
1332	None	6/26/2023 5:21 PM
1333	Internet provider issues, such as no access in the area temporarily due to provider maintenance, repair, or equipment replacement.	6/26/2023 5:19 PM
1334	None	6/26/2023 5:16 PM
1335	Not knowing how to use technology	6/26/2023 5:15 PM
1336	when clients are on phones the video is obstructed when they receive messages/phone calls	6/26/2023 5:15 PM

or phone become too heated and shut down.

1337	None	6/26/2023 5:14 PM
1338	Clients being unable to find privacy	6/26/2023 5:13 PM
1339	none	6/26/2023 5:12 PM
1340	None	6/26/2023 5:11 PM
1341	None	6/26/2023 5:09 PM
1342	None	6/26/2023 5:08 PM
1343	none	6/26/2023 5:08 PM
1344	Patients sometimes aren't technologically savvy which makes troubleshooting difficult.	6/26/2023 5:07 PM
1345	Many seniors are not technologically savvy	6/26/2023 5:07 PM
1346	City wide Power outage	6/26/2023 5:01 PM
1347	none	6/26/2023 5:01 PM
1348	None	6/26/2023 5:00 PM
1349	None	6/26/2023 5:00 PM
1350	Broken connection or loss of sound when client gets a phone call client	6/26/2023 5:00 PM
1351	client difficulties using tech.	6/26/2023 4:58 PM
1352	none	6/26/2023 4:55 PM
1353	None	6/26/2023 4:55 PM
1354	Patients not having access or not knowing how to operate telehealth mediums	6/26/2023 4:53 PM
1355	None	6/26/2023 4:51 PM
1356	none	6/26/2023 4:49 PM
1357	None	6/26/2023 4:48 PM
1358	none	6/26/2023 4:48 PM
1359	none	6/26/2023 4:47 PM
1360	The user has to be willing to work through a process to gain access to a HIPAA compliant platform. If it was as easy as Facetime, that would be great	6/26/2023 4:45 PM
1361	I work with older clients and some are super technology savvy... and some not so much	6/26/2023 4:45 PM
1362	none	6/26/2023 4:44 PM
1363	none	6/26/2023 4:44 PM
1364	None	6/26/2023 4:43 PM
1365	picture freezing	6/26/2023 4:42 PM
1366	None	6/26/2023 4:42 PM
1367	None	6/26/2023 4:40 PM
1368	none	6/26/2023 4:34 PM
1369	Height of laptop-having to prop it up so I am visible and comfortable	6/26/2023 4:34 PM
1370	none	6/26/2023 4:33 PM
1371	The largest barrier in Telehealth platforms was formerly an issue with multi-user video calls. This was fixed in the last couple of years, but originally the platforms would only allow one or two linked users. Today since so much is online it would be useful to again expand the capacity of systems for multi-user use as in multi-clinician portal access or sharing and	6/26/2023 4:32 PM

communicating. Today there are several different HIPAA compliant texting applications but these are separate from my Simple Practice medical records system and video calls.

1372	Clients with very rural homes and limited or uncertain wireless access	6/26/2023 4:30 PM
1373	None	6/26/2023 4:29 PM
1374	none	6/26/2023 4:28 PM
1375	None	6/26/2023 4:23 PM
1376	none	6/26/2023 4:23 PM
1377	None	6/26/2023 4:22 PM
1378	none	6/26/2023 4:22 PM
1379	no barrier really.	6/26/2023 4:22 PM
1380	none	6/26/2023 4:19 PM
1381	Once in a while our connection is lost and we have to reestablish it	6/26/2023 4:19 PM
1382	none	6/26/2023 4:17 PM
1383	Sometimes clients are unable to connect with the link I have sent	6/26/2023 4:17 PM
1384	poor connectivity at times	6/26/2023 4:17 PM
1385	the other problem is people who do not use technology or will not and only want phone therapy. they also will not come it or cannot but are only comfortable with a phone or have no service where they are. they are often afraid of EMFs or do not have a computer or do not know who to use one.	6/26/2023 4:10 PM
1386	Occasional wifi problems. Not often	6/26/2023 4:09 PM
1387	None	6/26/2023 4:08 PM
1388	None	6/26/2023 4:06 PM
1389	Children and teens who have difficulty focusing or building rapport when not in person	6/26/2023 4:06 PM
1390	Private spaces	6/26/2023 4:04 PM
1391	none	6/26/2023 4:04 PM
1392	None	6/26/2023 4:03 PM
1393	None	6/26/2023 4:01 PM
1394	Payor/insurance coverage concerns	6/26/2023 4:01 PM
1395	None	6/26/2023 4:00 PM
1396	None	6/26/2023 4:00 PM
1397	Some clients struggle to find privacy and quiet space for telehealth sessions	6/26/2023 3:58 PM
1398	none	6/26/2023 3:57 PM
1399	None	6/26/2023 3:57 PM
1400	knowlege of computer technology, especially in older clients	6/26/2023 3:57 PM
1401	None	6/26/2023 3:56 PM
1402	None	6/26/2023 3:52 PM
1403	none. I use the Zoom HIPPA-compliant platform. I've had no problems.	6/26/2023 3:50 PM
1404	None	6/26/2023 3:49 PM
1405	None	6/26/2023 3:49 PM
1406	none	6/26/2023 3:47 PM

1407	None	6/26/2023 3:47 PM
1408	missing pertinent issues due to limitations in viewing consumer's presentation (e.g., hygiene, ETOH odors, off screen coaching) - I provide mental health evaluations so these are important issues for me to observe in person	6/26/2023 3:47 PM
1409	None	6/26/2023 3:47 PM
1410	None	6/26/2023 3:46 PM
1411	None	6/26/2023 3:45 PM
1412	none	6/26/2023 3:44 PM
1413	None	6/26/2023 3:43 PM
1414	None	6/26/2023 3:43 PM
1415	Clients who don't have access to computers or phones or who live in rural areas without reception	6/26/2023 3:42 PM
1416	Really none- we some problems with people linking up to video but not often.	6/26/2023 3:42 PM
1417	none	6/26/2023 3:41 PM
1418	none	6/26/2023 3:40 PM
1419	Generally works except for occasional technical glitches.	6/26/2023 3:40 PM
1420	none	6/26/2023 3:39 PM
1421	lack of comfort with video & technology (especially with elder clients); privacy issues when clients at home with others	6/26/2023 3:39 PM
1422	none	6/26/2023 3:36 PM
1423	none	6/26/2023 3:35 PM
1424	None	6/26/2023 3:35 PM
1425	unknown	6/26/2023 3:31 PM
1426	None	6/26/2023 3:30 PM
1427	private space--I have seen people in their cars because it was their only private space	6/26/2023 3:30 PM
1428	None	6/26/2023 3:28 PM
1429	none	6/26/2023 3:27 PM
1430	None	6/26/2023 3:27 PM
1431	none	6/26/2023 3:26 PM
1432	Ability to conduct family sessions online. Often secure platforms only allow for 2 geographical locations/screens at a time	6/26/2023 3:26 PM
1433	None	6/26/2023 3:26 PM
1434	None	6/26/2023 3:26 PM
1435	NONE	6/26/2023 3:26 PM
1436	my limited ability in technology	6/26/2023 3:26 PM
1437	Tech issues, platform issues, Internet issues - all occasional	6/26/2023 3:24 PM
1438	None	6/26/2023 3:23 PM
1439	none	6/26/2023 3:23 PM
1440	None	6/26/2023 3:20 PM
1441	None	6/26/2023 3:20 PM

1442	none	6/26/2023 3:18 PM
1443	Clear guidelines and clear support from APA and state psych. associations. Frequent clear update on CA law and ethics on telehealth practice.	6/26/2023 3:18 PM
1444	none	6/26/2023 3:17 PM
1445	none	6/26/2023 3:16 PM
1446	None	6/26/2023 3:16 PM
1447	None	6/26/2023 3:16 PM
1448	None	6/26/2023 3:15 PM
1449	None	6/26/2023 3:14 PM
1450	Needing to identify client location to ensure in the state and location in case of emergency;	6/26/2023 3:14 PM
1451	None	6/26/2023 3:13 PM
1452	No direct line/voicemail box.	6/26/2023 3:13 PM
1453	none	6/26/2023 3:10 PM
1454	None	6/26/2023 3:10 PM
1455	price of EHR's and capacity to integrate clinical outcome measures is prohibitive. finding reasonably prices system that consumers can use easily requires that theis platforms be truly optimized for mobile devices and that is not always the case. Everything is piecemeal so you have to have several tabs open to get work done and communicate in HIPAA compliant and secured ways. 2-3 tabs/services max for all work would be ideal (encompasing text messaging, phone calling and documentation/clinical measures).	6/26/2023 3:09 PM
1456	none	6/26/2023 3:07 PM
1457	none	6/26/2023 3:07 PM
1458	None	6/26/2023 3:06 PM
1459	none	6/26/2023 3:06 PM
1460	Has worked well with few problems	6/26/2023 3:05 PM
1461	none	6/26/2023 3:05 PM
1462	None	6/26/2023 3:05 PM
1463	None	6/26/2023 3:04 PM
1464	none	6/26/2023 3:03 PM
1465	none	6/26/2023 3:03 PM
1466	People's knowledge of how to turn on cameras and audio	6/26/2023 3:03 PM
1467	Some browsers don't work as well with Telehealth platform	6/26/2023 3:03 PM
1468	None	6/26/2023 3:01 PM
1469	None	6/26/2023 3:00 PM
1470	patient comfort	6/26/2023 3:00 PM
1471	Client wasn't able to sign on	6/26/2023 2:59 PM
1472	None	6/26/2023 2:57 PM
1473	None	6/26/2023 2:56 PM
1474	None	6/26/2023 2:56 PM
1475	None	6/26/2023 2:56 PM
1476	none	6/26/2023 2:56 PM

1477	none	6/26/2023 2:56 PM
1478	Limited access to safe, private settings where patients can have access to telehealth sessions/services	6/26/2023 2:54 PM
1479	None	6/26/2023 2:53 PM
1480	I primarily use telephone only. Many of my patients do not have broadband access or are not tech savvy.	6/26/2023 2:52 PM
1481	none	6/26/2023 2:51 PM
1482	Ease of use for patients	6/26/2023 2:51 PM
1483	None	6/26/2023 2:51 PM
1484	Random power or wifi outages	6/26/2023 2:51 PM
1485	none	6/26/2023 2:51 PM
1486	Spotty wi fi	6/26/2023 2:50 PM
1487	none	6/26/2023 2:50 PM
1488	None	6/26/2023 2:50 PM
1489	Main barrier is on the client end	6/26/2023 2:50 PM
1490	None	6/26/2023 2:50 PM
1491	none	6/26/2023 2:49 PM
1492	Insurance changes restrict access for high need patients.	6/26/2023 2:49 PM
1493	none	6/26/2023 2:48 PM
1494	None	6/26/2023 2:47 PM
1495	None	6/26/2023 2:46 PM
1496	Connection issues with Bluetooth headsets like AirPods	6/26/2023 2:46 PM
1497	NA	6/26/2023 2:46 PM
1498	none	6/26/2023 2:44 PM
1499	Limited testing options	6/26/2023 2:43 PM
1500	None	6/26/2023 2:42 PM
1501	clients have poor internet access or phone access.	6/26/2023 2:42 PM
1502	none	6/26/2023 2:41 PM
1503	None	6/26/2023 2:41 PM
1504	There have been no obstacles. My patients really like it.	6/26/2023 2:40 PM
1505	the occasional sound problem	6/26/2023 2:40 PM
1506	None	6/26/2023 2:40 PM
1507	None	6/26/2023 2:39 PM
1508	None	6/26/2023 2:37 PM
1509	Seniors or other clients who are not internet savvy	6/26/2023 2:36 PM
1510	none	6/26/2023 2:35 PM
1511	None	6/26/2023 2:35 PM
1512	None	6/26/2023 2:35 PM
1513	technical skills, some older adults don't have the knowledge to be able to fix any issues if they	6/26/2023 2:34 PM

come up.

1514	None	6/26/2023 2:33 PM
1515	none	6/26/2023 2:33 PM
1516	Technophobia	6/26/2023 2:33 PM
1517	none	6/26/2023 2:32 PM
1518	none	6/26/2023 2:31 PM
1519	none	6/26/2023 2:30 PM
1520	None	6/26/2023 2:30 PM
1521	None	6/26/2023 2:29 PM
1522	Limits to ability to use platforms and methods that reflect a client's specific needs or asks	6/26/2023 2:29 PM
1523	Inability to send text reminders from the video link- many clients prefer text appt reminders versus email	6/26/2023 2:28 PM
1524	Occasional freezes, usually due to clients' wi-fi connection, but mostly what is lost is the flesh and blood body language stuff, all 5 senses.	6/26/2023 2:28 PM
1525	None	6/26/2023 2:26 PM
1526	Air conditioning in spaces needed for privacy	6/26/2023 2:26 PM
1527	In addition to internet specific/platform issues, problems with PG&E have cropped up over the last few years due to greater inclement weather and fires	6/26/2023 2:26 PM
1528	None	6/26/2023 2:25 PM
1529	None	6/26/2023 2:24 PM
1530	None	6/26/2023 2:24 PM
1531	none	6/26/2023 2:24 PM
1532	none	6/26/2023 2:23 PM
1533	None	6/26/2023 2:23 PM
1534	Must educate clients on finding appropriate space for therapy via audio/video. Once that has been done it seems fine	6/26/2023 2:23 PM
1535	none. Surprisingly efficient	6/26/2023 2:22 PM
1536	none	6/26/2023 2:21 PM
1537	none	6/26/2023 2:21 PM
1538	None	6/26/2023 2:21 PM
1539	None	6/26/2023 2:21 PM
1540	Lack of my own knowledge and client knowledge of how to use	6/26/2023 2:21 PM
1541	None	6/26/2023 2:20 PM
1542	none	6/26/2023 2:19 PM
1543	none	6/26/2023 2:17 PM
1544	None	6/26/2023 2:16 PM
1545	none	6/26/2023 2:16 PM
1546	none	6/26/2023 2:15 PM
1547	none	6/26/2023 2:14 PM
1548	none	6/26/2023 2:13 PM

1549	None	6/26/2023 2:13 PM
1550	none	6/26/2023 2:12 PM
1551	None	6/26/2023 2:11 PM
1552	Pts having difficulty signing on, poor quality of audio and/or video due not having sufficient service	6/26/2023 2:11 PM
1553	None	6/26/2023 2:11 PM
1554	Once in a great while the client doesn't know how to use the computer well. Again, the telephone is very useful.	6/26/2023 2:11 PM
1555	None	6/26/2023 2:10 PM
1556	none	6/26/2023 2:10 PM
1557	None	6/26/2023 2:09 PM
1558	Initially teaching elderly patients how to use FaceTime or other platforms	6/26/2023 2:09 PM
1559	Nonr	6/26/2023 2:08 PM
1560	phone vs. computer screen	6/26/2023 2:07 PM
1561	None	6/26/2023 2:06 PM
1562	None	6/26/2023 2:06 PM
1563	None	6/26/2023 2:06 PM
1564	I think it is too impersonal.	6/26/2023 2:06 PM
1565	Health insurance limitations	6/26/2023 2:06 PM
1566	None	6/26/2023 2:06 PM
1567	None	6/26/2023 2:04 PM
1568	None	6/26/2023 2:03 PM
1569	none	6/26/2023 2:02 PM
1570	None	6/26/2023 2:02 PM
1571	Work site doesn't support it	6/26/2023 2:01 PM
1572	none	6/26/2023 2:00 PM
1573	none	6/26/2023 2:00 PM
1574	None	6/26/2023 1:59 PM
1575	None	6/26/2023 1:58 PM
1576	no	6/26/2023 1:58 PM
1577	I don't feel like I have the support of the board or the state and providing services to clients like this. The clients get something out of it, but I'm not sure how much longer I can do it.	6/26/2023 1:58 PM
1578	none	6/26/2023 1:57 PM
1579	Sometimes iPhone	6/26/2023 1:57 PM
1580	None	6/26/2023 1:57 PM
1581	None	6/26/2023 1:57 PM
1582	Client's internet	6/26/2023 1:56 PM
1583	none	6/26/2023 1:55 PM
1584	Patient connectivity and access	6/26/2023 1:55 PM
1585	Generally works well, however.	6/26/2023 1:55 PM

1586	None	6/26/2023 1:55 PM
1587	None	6/26/2023 1:54 PM
1588	None	6/26/2023 1:54 PM
1589	none	6/26/2023 1:54 PM
1590	None	6/26/2023 1:53 PM
1591	None	6/26/2023 1:52 PM
1592	none	6/26/2023 1:52 PM
1593	Patient access to computer -- I work with many elderly and disabled who can only use audio (telephone)	6/26/2023 1:52 PM
1594	No barriers it works well	6/26/2023 1:51 PM
1595	None	6/26/2023 1:51 PM
1596	None	6/26/2023 1:51 PM
1597	None	6/26/2023 1:49 PM
1598	None	6/26/2023 1:49 PM
1599	patients inappropriately taking visits while driving, not dressed appropriately; more likely to drink/smoke while at home; distracted by home tasks, responsibilities; working simultaneously	6/26/2023 1:49 PM
1600	none	6/26/2023 1:48 PM
1601	None	6/26/2023 1:48 PM
1602	none	6/26/2023 1:47 PM
1603	None	6/26/2023 1:47 PM
1604	None	6/26/2023 1:47 PM
1605	good lighting that doesn't give me a migraine	6/26/2023 1:47 PM
1606	none	6/26/2023 1:46 PM
1607	Video and audio freeze up often, and stop the virtual session	6/26/2023 1:46 PM
1608	None	6/26/2023 1:46 PM
1609	Out of state clients interested in services	6/26/2023 1:46 PM
1610	none	6/26/2023 1:45 PM
1611	Difficult to provide confidential setting, as unclear whether others are in the room	6/26/2023 1:45 PM
1612	Zoom sometimes freezes	6/26/2023 1:45 PM
1613	None	6/26/2023 1:44 PM
1614	I work with a variety of cases successfully, and I do trauma work.	6/26/2023 1:44 PM
1615	privacy, some times clients need to blur their background or speak quietly due to not having as much privacy	6/26/2023 1:42 PM
1616	None	6/26/2023 1:42 PM
1617	None	6/26/2023 1:41 PM
1618	None	6/26/2023 1:41 PM
1619	Sometimes patients prefer phone for their own reasons which is not as effective as video/eye to eye contact	6/26/2023 1:41 PM
1620	none	6/26/2023 1:41 PM
1621	None	6/26/2023 1:40 PM

1622	none	6/26/2023 1:40 PM
1623	none	6/26/2023 1:40 PM
1624	as a provider, my ability is enhanced however client's are often unable to utilize telehealth for lack of access	6/26/2023 1:40 PM
1625	none	6/26/2023 1:40 PM
1626	Older adults can only do phone as they are not computer savvy	6/26/2023 1:39 PM
1627	none	6/26/2023 1:38 PM
1628	sometimes connection is poor	6/26/2023 1:38 PM
1629	None	6/26/2023 1:38 PM
1630	electrical power	6/26/2023 1:38 PM
1631	None	6/26/2023 1:37 PM
1632	None	6/26/2023 1:37 PM
1633	Patient's fear of computers	6/26/2023 1:37 PM
1634	none	6/26/2023 1:37 PM
1635	None	6/26/2023 1:37 PM
1636	N/A	6/26/2023 1:37 PM
1637	None	6/26/2023 1:36 PM
1638	None	6/26/2023 1:36 PM
1639	Health plans	6/26/2023 1:35 PM
1640	None	6/26/2023 1:35 PM
1641	none	6/26/2023 1:35 PM
1642	none	6/26/2023 1:35 PM
1643	Inability of patients to use computer or manage platform	6/26/2023 1:35 PM
1644	Not as conducive for children	6/26/2023 1:33 PM
1645	Technical barriers tend to be more so on the side of clients. Lack of technical skills, poor WiFI, etc	6/26/2023 1:33 PM
1646	none	6/26/2023 1:33 PM
1647	none	6/26/2023 1:32 PM
1648	none	6/26/2023 1:32 PM
1649	None	6/26/2023 1:32 PM
1650	general computer issues that arise--slow wifi, frozen screen, glitches that result in losses of time interacting with client	6/26/2023 1:32 PM
1651	none	6/26/2023 1:31 PM
1652	None	6/26/2023 1:31 PM
1653	none	6/26/2023 1:31 PM
1654	None	6/26/2023 1:30 PM
1655	None	6/26/2023 1:30 PM
1656	None	6/26/2023 1:30 PM
1657	None.	6/26/2023 1:30 PM

1658	none	6/26/2023 1:30 PM
1659	None	6/26/2023 1:30 PM
1660	None	6/26/2023 1:29 PM
1661	None	6/26/2023 1:29 PM
1662	none	6/26/2023 1:29 PM
1663	none	6/26/2023 1:28 PM
1664	None	6/26/2023 1:27 PM
1665	none	6/26/2023 1:27 PM
1666	None	6/26/2023 1:26 PM
1667	Whether services can continue when clients are traveling to other states	6/26/2023 1:26 PM
1668	None	6/26/2023 1:25 PM
1669	External noise	6/26/2023 1:25 PM
1670	None	6/26/2023 1:24 PM
1671	None	6/26/2023 1:24 PM
1672	equipment or connection glitches periodically interrupt	6/26/2023 1:24 PM
1673	Patients multitasking during appointments; not being able to see pat's body language	6/26/2023 1:24 PM
1674	None	6/26/2023 1:23 PM
1675	Just getting tech to function properly, on time	6/26/2023 1:23 PM
1676	None	6/26/2023 1:22 PM
1677	difficult when 2 people working from home, internet service poor	6/26/2023 1:22 PM
1678	none	6/26/2023 1:22 PM
1679	None	6/26/2023 1:22 PM
1680	lack of cost effective HIPAA compliant platforms	6/26/2023 1:21 PM
1681	None	6/26/2023 1:21 PM
1682	Computer literacy	6/26/2023 1:21 PM
1683	None	6/26/2023 1:21 PM
1684	Occasional digital disruptions but for the most part none.	6/26/2023 1:21 PM
1685	none, am in process of retiring	6/26/2023 1:20 PM
1686	Technological knowledge	6/26/2023 1:20 PM
1687	A small number of my patients (who are generally older adults) aren't comfortable with the video so they use audio only (telephone).	6/26/2023 1:20 PM
1688	Having clients use software correctly	6/26/2023 1:19 PM
1689	none	6/26/2023 1:18 PM
1690	One woman is legally blind, uses the phone to call in for sessions. Her phone is failing and she reports being unable to afford a new phone	6/26/2023 1:18 PM
1691	None	6/26/2023 1:17 PM
1692	none	6/26/2023 1:17 PM
1693	non	6/26/2023 1:17 PM
1694	None	6/26/2023 1:17 PM

1695	None	6/26/2023 1:17 PM
1696	None	6/26/2023 1:16 PM
1697	None	6/26/2023 1:16 PM
1698	None	6/26/2023 1:16 PM
1699	wireless keyboards, mouse.	6/26/2023 1:16 PM
1700	none	6/26/2023 1:15 PM
1701	When clients are out of town and want to be seen. We need to join the interstate reciprocity	6/26/2023 1:15 PM
1702	Sometimes the connection is delayed	6/26/2023 1:15 PM
1703	none	6/26/2023 1:15 PM
1704	Phone zoom	6/26/2023 1:15 PM
1705	none no cameras fax is secure (efax corporate) chrome computer	6/26/2023 1:15 PM
1706	none	6/26/2023 1:14 PM
1707	none	6/26/2023 1:14 PM
1708	none	6/26/2023 1:13 PM
1709	None	6/26/2023 1:13 PM
1710	Consumers are not technology savvy, do not have the mean to have a reliable device such as phone with internet. It would be nice if there was a place where they can go to learn and also have access just like anyone else to a cell with internet.	6/26/2023 1:13 PM
1711	None	6/26/2023 1:12 PM
1712	None	6/26/2023 1:12 PM
1713	None	6/26/2023 1:12 PM
1714	power outages during poor weather	6/26/2023 1:12 PM
1715	Older indigent clients do bot know how to navigate the internet	6/26/2023 1:12 PM
1716	None	6/26/2023 1:11 PM
1717	California not being a PSYPACT state	6/26/2023 1:11 PM
1718	none	6/26/2023 1:10 PM
1719	Limits of working with with people not in person	6/26/2023 1:09 PM
1720	None	6/26/2023 1:09 PM
1721	None	6/26/2023 1:09 PM
1722	No problems. My clients love telehealth.	6/26/2023 1:09 PM
1723	none	6/26/2023 1:09 PM
1724	None	6/26/2023 1:09 PM
1725	None.	6/26/2023 1:09 PM
1726	None at present	6/26/2023 1:08 PM
1727	Clients internet, power outages	6/26/2023 1:07 PM
1728	Risk/reality of invalid, nonstandardized testing/assessments.	6/26/2023 1:07 PM
1729	None	6/26/2023 1:07 PM
1730	None	6/26/2023 1:06 PM
1731	None	6/26/2023 1:06 PM

1732	Insurance companies don't always cover telehealth	6/26/2023 1:06 PM
1733	none	6/26/2023 1:06 PM
1734	None	6/26/2023 1:06 PM
1735	None	6/26/2023 1:05 PM
1736	none	6/26/2023 1:05 PM
1737	None	6/26/2023 1:05 PM
1738	None	6/26/2023 1:05 PM
1739	Patient unable to log into their helathcare account to access the video visit platform	6/26/2023 1:05 PM
1740	None	6/26/2023 1:05 PM
1741	None	6/26/2023 1:04 PM
1742	CA not being part of PsyPact	6/26/2023 1:04 PM
1743	none	6/26/2023 1:04 PM
1744	none	6/26/2023 1:04 PM
1745	None	6/26/2023 1:04 PM
1746	none	6/26/2023 1:04 PM
1747	occasional connection issues due to computer or Wifi	6/26/2023 1:04 PM
1748	NONE	6/26/2023 1:04 PM
1749	none	6/26/2023 1:04 PM
1750	none	6/26/2023 1:04 PM
1751	none	6/26/2023 1:04 PM
1752	n/a	6/26/2023 1:03 PM
1753	None	6/26/2023 1:03 PM
1754	None	6/26/2023 1:03 PM
1755	none	6/26/2023 1:03 PM
1756	patient having a private space for telehealth sessions	6/26/2023 1:03 PM
1757	lack of private space can be an issue when seeing clients at home	6/26/2023 1:03 PM
1758	None	6/26/2023 1:02 PM
1759	none	6/26/2023 1:02 PM
1760	poor video resolution, hard to read micro expressions	6/26/2023 1:02 PM
1761	HIPAA Compliance is a serious concern.	6/26/2023 1:02 PM
1762	None	6/26/2023 1:01 PM
1763	None	6/26/2023 1:01 PM
1764	none	6/26/2023 1:01 PM
1765	None	6/26/2023 1:01 PM
1766	California's lack of participation in PSYPACT.	6/26/2023 1:01 PM
1767	I do not provide clinical services as I am not in an administrative position. The one concern I have heard is about language access. (interpreters). As a result our system worked with a contractor to support language access and telehealth.	6/26/2023 1:01 PM
1768	none	6/26/2023 1:01 PM

1769	Not having a private space for telehealth sessions (e.g., not having childcare during session or living in multigenerational homes)	6/26/2023 1:01 PM
1770	None	6/26/2023 1:01 PM
1771	None	6/26/2023 1:01 PM
1772	patient requesting in person care	6/26/2023 1:00 PM
1773	none	6/26/2023 1:00 PM
1774	None	6/26/2023 1:00 PM
1775	clients with slow internet speed	6/26/2023 1:00 PM
1776	None	6/26/2023 1:00 PM
1777	None	6/26/2023 1:00 PM
1778	Patients having poor internet connection making the visit often freeze or drop.	6/26/2023 1:00 PM
1779	none	6/26/2023 1:00 PM
1780	legal restrictions, board limitations	6/26/2023 1:00 PM
1781	I don't have any barriers to telehealth - I also employ a full-time IT technician.	6/26/2023 1:00 PM
1782	none	6/26/2023 12:59 PM
1783	None	6/26/2023 12:59 PM
1784	CA Not being part of psypact	6/26/2023 12:59 PM
1785	None	6/26/2023 12:59 PM
1786	None	6/26/2023 12:59 PM
1787	None of these are technical barriers they are the cost of doing business.	6/26/2023 12:59 PM
1788	None	6/26/2023 12:59 PM
1789	None	6/26/2023 12:59 PM
1790	n/a	6/26/2023 12:59 PM
1791	For children and teens ensuring their privacy in s protected is sometimes challenging.	6/26/2023 12:59 PM
1792	Learned about VPN and use it for protection along with modem protection.	6/26/2023 12:59 PM
1793	None	6/26/2023 12:58 PM
1794	None	6/26/2023 12:58 PM
1795	None	6/26/2023 12:58 PM
1796	None	6/26/2023 12:58 PM
1797	None	6/26/2023 12:58 PM
1798	None	6/26/2023 12:58 PM
1799	None	6/26/2023 12:58 PM
1800	none	6/26/2023 12:58 PM
1801	none	6/26/2023 12:58 PM
1802	Low income elderly patients do not know how to access Zoom secure platform	6/26/2023 12:58 PM
1803	none	6/26/2023 12:58 PM
1804	None	6/26/2023 12:57 PM
1805	Clients confused about how to log on	6/26/2023 12:57 PM
1806	Privacy	6/26/2023 12:57 PM

1807	None	6/26/2023 12:57 PM
1808	Ability for the client to have a private loc	6/26/2023 12:57 PM
1809	None	6/26/2023 12:57 PM
1810	None	6/26/2023 12:57 PM
1811	none	6/26/2023 12:57 PM
1812	None	6/26/2023 12:56 PM
1813	Privacy, especially when trying to book a conference room at work.	6/26/2023 12:56 PM
1814	None	6/26/2023 12:56 PM
1815	None	6/26/2023 12:56 PM
1816	None	6/26/2023 12:56 PM
1817	Infrequent glitches in video continuity	6/26/2023 12:56 PM
1818	none	6/26/2023 12:56 PM
1819	Finding private place to conduct a session, sometimes having to use a car.	6/26/2023 12:56 PM
1820	None	6/26/2023 12:56 PM
1821	None	6/26/2023 12:56 PM
1822	None	6/26/2023 12:56 PM
1823	None	6/26/2023 12:55 PM
1824	None	6/26/2023 12:55 PM
1825	none	6/26/2023 12:55 PM
1826	None	6/26/2023 12:55 PM
1827	none	6/26/2023 12:54 PM
1828	none	6/26/2023 12:54 PM
1829	none	6/26/2023 12:54 PM
1830	None	6/26/2023 12:54 PM
1831	none	6/26/2023 12:54 PM
1832	None	6/26/2023 12:54 PM
1833	Patient access to strong internet signal	6/26/2023 12:54 PM
1834	Speed updated: No longer an issue	6/26/2023 12:54 PM
1835	none	6/26/2023 12:53 PM
1836	None	6/26/2023 12:53 PM
1837	None	6/26/2023 12:53 PM
1838	None	6/26/2023 12:53 PM
1839	none	6/26/2023 12:53 PM
1840	None	6/26/2023 12:53 PM
1841	relationship building/maintaining, the actual clinical work, slower progress on some issues	6/26/2023 12:53 PM
1842	None	6/26/2023 12:52 PM
1843	none	6/26/2023 12:52 PM
1844	none	6/26/2023 12:52 PM

1845	None	6/26/2023 12:52 PM
1846	none	6/26/2023 12:52 PM
1847	Lack of privacy inside the home	6/26/2023 12:52 PM
1848	Working with partner facilities to ensure that the equipment is properly deployed	6/26/2023 12:52 PM
1849	none	6/26/2023 12:52 PM
1850	None	6/26/2023 12:51 PM
1851	none	6/26/2023 12:51 PM
1852	none	6/26/2023 12:51 PM
1853	None	6/26/2023 12:51 PM
1854	Clients finding a private place for sessions; background noise on either end	6/26/2023 12:51 PM
1855	None	6/26/2023 12:51 PM
1856	private space for clients to take calls	6/26/2023 12:51 PM
1857	Frustrating when pt is out of state and I'm unable to provide care	6/26/2023 12:51 PM
1858	None	6/26/2023 12:50 PM
1859	none	6/26/2023 12:50 PM
1860	none	6/26/2023 12:50 PM
1861	Haven't had any, secured quality/reputable equipment and traveling hot spot	6/26/2023 12:50 PM
1862	None	6/26/2023 12:50 PM
1863	none	6/26/2023 12:50 PM
1864	Most barriers were access to smart phones or having internet access	6/26/2023 12:50 PM
1865	elderly unfamiliar with using their equipment	6/26/2023 12:49 PM
1866	None	6/26/2023 12:49 PM
1867	None	6/26/2023 12:49 PM
1868	Ensuring people have access to private place to conduct therapy	6/26/2023 12:49 PM
1869	None	6/26/2023 12:49 PM
1870	ESET	6/26/2023 12:49 PM
1871	those folks ask to use phones	6/26/2023 12:49 PM
1872	Elderly people have difficulty with technology. Facetime would be easier but not HIPAA compliant.	6/26/2023 12:49 PM
1873	None	6/26/2023 12:49 PM
1874	None	6/26/2023 12:49 PM
1875	None	6/26/2023 12:48 PM
1876	no body language to speak of	6/26/2023 12:48 PM
1877	Private space to conduct session	6/26/2023 12:48 PM
1878	none	6/26/2023 12:48 PM
1879	None	6/26/2023 12:48 PM
1880	Some clients difficulty using the platform	6/26/2023 12:48 PM
1881	None	6/26/2023 12:48 PM
1882	none	6/26/2023 12:48 PM

1883	none	6/26/2023 12:48 PM
1884	None	6/26/2023 12:47 PM
1885	none	6/26/2023 12:47 PM
1886	None	6/26/2023 12:47 PM
1887	none	6/26/2023 12:47 PM
1888	Rarely a problem	6/26/2023 12:47 PM
1889	interruptions within patient's home from other people or they are in bed and won't get up, and lack of privacy	6/26/2023 12:47 PM
1890	None	6/26/2023 12:47 PM
1891	None	6/26/2023 12:47 PM
1892	Inability to connect with client properly for quality service.	6/26/2023 12:47 PM
1893	Occasional broadband slowness	6/26/2023 12:47 PM
1894	I prefer in person myself !	6/26/2023 12:47 PM
1895	Population of focus; not conducive	6/26/2023 12:47 PM
1896	None	6/26/2023 12:47 PM
1897	None	6/26/2023 12:47 PM
1898	none	6/26/2023 12:46 PM
1899	None. Maybe bad connection but its minor	6/26/2023 12:46 PM
1900	none	6/26/2023 12:45 PM
1901	None	6/26/2023 12:45 PM
1902	none	6/26/2023 12:45 PM
1903	None	6/26/2023 12:45 PM
1904	none	6/26/2023 12:45 PM
1905	None	6/26/2023 12:45 PM
1906	Being licensed	6/26/2023 12:45 PM
1907	none	6/26/2023 12:45 PM
1908	None	6/26/2023 12:45 PM
1909	None	6/26/2023 12:44 PM
1910	none	6/26/2023 12:44 PM
1911	None	6/26/2023 12:44 PM

Q6 What are the practice barriers to telehealth?

Answered: 3,669 Skipped: 777
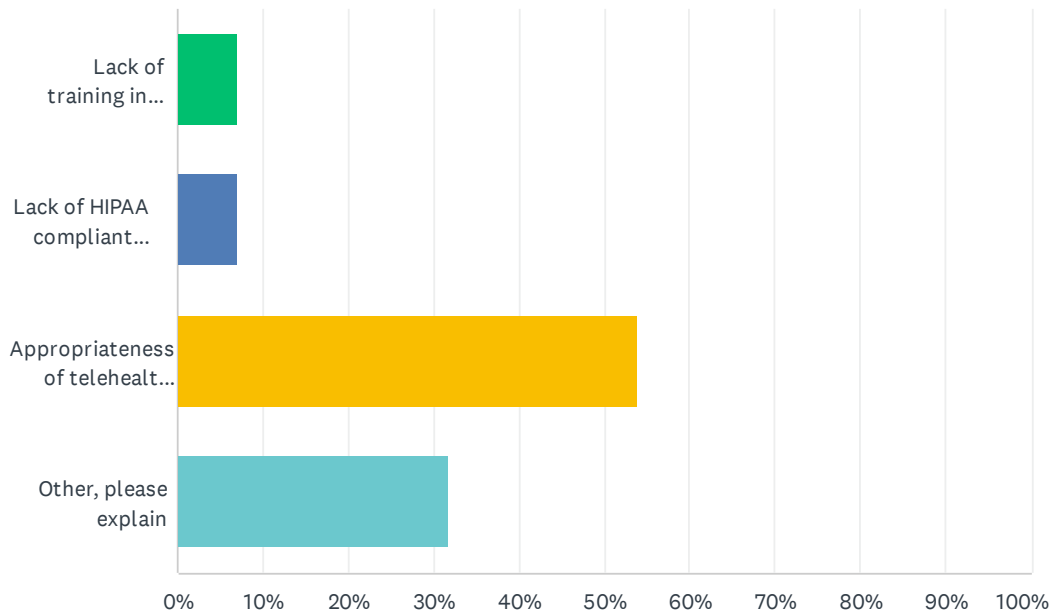
ANSWER CHOICES	RESPONSES	
Lack of training in telehealth	7.09%	260
Lack of HIPAA compliant technology	7.14%	262
Appropriateness of telehealth for certain client populations (e.g., clients undergoing psychological assessments, clients with safety concerns, etc.)	53.91%	1,978
Other, please explain	31.86%	1,169
TOTAL		3,669

#	OTHER, PLEASE EXPLAIN	DATE
1	Clients who do kot create appropriate private space.	7/24/2023 7:58 AM
2	none so far	7/23/2023 7:40 PM
3	I have gotten past the lack of training and lack of tech competence I had to work out during the pandemic, but now I just don't think the quality of care is the same as in person.	7/22/2023 10:25 PM
4	Before the pandemic, our agency did not consider telehealth as a direction we would pursue, so we didn't receive training. However, we were unknowingly participating in telehealth occasionally, such as when a client was on vacation and out of the state/area and we did phone sessions because there was a clinical need for continuity during the vacation/university break (e.g., a big life event was occurring for which the client needed support). Now, we are stricter about not offering these sessions to those who are out of state, but it seems contrary to best care for client. So our practice in these situations seems more governed by legal complexities than best care of client.	7/22/2023 4:55 PM
5	None as I have been able to address and overcome practice barriers	7/22/2023 6:53 AM

6	I don't believe there are current barriers. There are many more barriers in attempting to get patients into the office consistently.	7/21/2023 3:25 PM
7	equal access to telehealth software/hardware. Support from my organization in whether it is effective or not.	7/21/2023 1:48 PM
8	Have not seen or experienced those barriers as the field have been keeping up by getting psychological measures normed for remote work. Safety concerns much like your office in person have you report it but you can't physically restrain someone until help arrives if they were a danger.	7/21/2023 12:05 PM
9	I will only provide telehealth to former patients I have worked with since 1993	7/21/2023 12:00 PM
10	Interstate barriers to out of state licensed providers.	7/21/2023 7:14 AM
11	Clt equipment	7/21/2023 6:54 AM
12	It's harder (but not impossible) to do measurement based care via telehealth and also to draw out diagrams with the client in session (what I would normally do on a whiteboard)	7/20/2023 5:37 PM
13	none	7/20/2023 3:27 PM
14	None - I felt quite comfortable with the practice. I had very, very good security. Wasn't always sure about my patients. So was discreet in discussion. That may have limited what they could talked about and/or reveal.	7/20/2023 12:55 PM
15	I imagine all of the above, IF I was providing telehealth. This again should be a skip question unless you are asking about barriers to starting a new telehealth practice (which the question wording does not seem to imply).	7/20/2023 10:01 AM
16	None	7/19/2023 9:35 PM
17	The biggest barrier is the inability to practice across state lines. It's very disruptive to treatment when we have to pause if a patient is temporarily out of state. It would be extremely helpful if CA could join Psypact.	7/19/2023 9:10 PM
18	Majority of my patients prefer face to face sessions (as do I)	7/19/2023 6:43 PM
19	The Insurance Payors, including Medicare, who place a lower value on services provided via telehealth. So many disabled, mentally ill, single parents, working parents, or disabled providers need the use of Telehealth as an accessible form of healthcare. APA should spend their time making sure we are paid well - Survey that.	7/19/2023 3:23 PM
20	I have a personal belief it is not adequate	7/19/2023 2:13 PM
21	I wish that licenses were allowed across states--it is NORMAL for my age specialty (15-25) to be in 3+ states in a course of a year: one state with family (summer break), one state for college, and another state for an internship or J-term, etc. It is not good care to have to change therapists 3x per year... I think the state-model of licensure is antiquated and should be a national license	7/19/2023 2:06 PM
22	none	7/19/2023 11:00 AM
23	none	7/19/2023 10:40 AM
24	I had great experience with telehealth since COVID. I wish CA was part of the psych pact. We are legging behind clients needs across states that can create ethical and clinical issues. I hope some consideration would be given to cross state teletherapy	7/19/2023 10:32 AM
25	patients living in communal settings with no privacy, discomfort/unfamiliarity with tech in some older patients, expense of some platforms to get Business Associate Agreements, power outages when weather disrupts service	7/19/2023 9:28 AM
26	Psychodrama group therapy-still did it thrupandemic but tricky. Bipolar, OCD, Trauma Recovery-tough to go deep.	7/19/2023 4:36 AM
27	I do forensic work and don't see any barriers.	7/19/2023 2:52 AM
28	If the pt is comfortable with the platform.	7/18/2023 10:37 PM
29	In my practice I offer both telehealth and in person. It works well	7/18/2023 10:25 PM

30	It's much harder to control the therapeutic environment using telehealth than seeing people in person.	7/18/2023 4:29 PM
31	None	7/18/2023 3:57 PM
32	NONE	7/18/2023 1:56 PM
33	None - here specifically	7/18/2023 1:34 PM
34	Control of privacy	7/18/2023 1:17 PM
35	Out of state restrictions	7/18/2023 1:05 PM
36	Hippa compliance codes are the biggest barriers	7/18/2023 12:44 PM
37	Lack of "presence" and "direct contact" with client which hinders listening, communication, and assessment skills.	7/18/2023 12:43 PM
38	Older patients have difficulty with technology	7/18/2023 12:39 PM
39	Not being able to see the full person physically to help assess mood, anxiety, etc.	7/18/2023 11:55 AM
40	So far, the only barriers I can identify are if I worked with outpatient severe mental illness, such as unmedicated schizophrenia, which I do not. Telehealth works just as well for safety assessment and planning as in-person, considering we cannot physically force a person to stay in-session anyway and we would have to call for emergency intervention just the same. The only potential drawback to telehealth for self-injurious behavior is not being able to see if a person has obvious cuts, bruises or scars...but then again, most clients who self-harm do it in hidden places anyway.	7/18/2023 11:46 AM
41	The appropriateness for certain populations is certainly a problem- particularly kids and suicidal individuals. I found it much more difficult to develop a solid therapeutic bond w new patients, as well. They couldn't "feel" my interpersonal style. I had to focus much more closely on their tone and subtle facial cues. Doing telehealth is much more of a mental strain for me as a psychologist and I don't feel as satisfied w my work.	7/18/2023 10:06 AM
42	None	7/18/2023 9:59 AM
43	lack of environment control (beer in coffee cup, another in room off camera, etc)	7/18/2023 9:51 AM
44	I cannot mark more than one ... Lack of training especially for work with certain clients, e.g., children and youth; appropriateness of telehealth for certain clients is also a barrier. Difficulty establishing strong therapeutic alliance with new clients via telehealth.	7/18/2023 9:37 AM
45	lack of reciprocity among states(particularly for the client in another state) even though we take the same exams. It seems a bit behind the times and other professions to not have state reciprocity yet. I've only encountered one client in the course of the pandemic who was not appropriate /comfortable with Telehealth and needed to refer him out as I was only providing Telehealth. And some new referrals that new right off the bat their preference was in person, but not more than one current client.	7/18/2023 9:23 AM
46	None	7/18/2023 9:09 AM
47	N/A	7/18/2023 7:57 AM
48	n/a	7/18/2023 7:45 AM
49	Children and telehealth don't mix	7/18/2023 7:35 AM
50	Unsuitable for young children, family groups severe chemically dependent persons	7/18/2023 3:39 AM
51	It is not just certain client populations to consider for appropriateness as each potential client needs to be assessed based on their own unique needs and preferences.	7/17/2023 11:40 PM
52	Elderly clients aren't comfortable with technology	7/17/2023 11:31 PM
53	Accessible, easy to use technology for elderly clients.	7/17/2023 10:39 PM
54	Youth clients can be harder to work with via telehealth, though with preparation can still be quite useful.	7/17/2023 9:50 PM
55	None for me	7/17/2023 9:47 PM

56	Zoom inconsistency	7/17/2023 9:07 PM
57	None really. It must be available for lower income, lower functioning, lower educated patients... even facetime	7/17/2023 8:21 PM
58	Complications with family's ability to navigate technology	7/17/2023 8:09 PM
59	Not "the best for certain "in depth" long term Psychotherapy treatment modalities.	7/17/2023 8:05 PM
60	Lack of real in person connection	7/17/2023 8:01 PM
61	When using telephone, technology is less HIPPA compliant	7/17/2023 7:42 PM
62	None. I became board certified as a TeleHealth Provider when Telehealth was just beginning.	7/17/2023 7:41 PM
63	The BOP, insurance companies and arcane laws are the barriers	7/17/2023 7:41 PM
64	Telehealth has been useful for pre-established clients and returning clients who i have rapport already established. However, there were only mild issues with new clients in terms of assessing needs given I collaborated carefully with their primary care doctor or psychiatrist who referred to my practice.	7/17/2023 7:25 PM
65	Much information is distorted or lost, visually. Auditory is actually much better for emotional connection. Of course, so much more data is available in office. Where and if the client is having eye contact, body color, breath, etc.	7/17/2023 6:52 PM
66	none	7/17/2023 6:50 PM
67	I have not found many barriers. I've been pleasantly surprised at how much is available to support telehealth. I am concerned about therapists not using HIPPA compliant technology.	7/17/2023 6:45 PM
68	Not being able to be with the client in person. Makes quite a difference.	7/17/2023 6:38 PM
69	Patient engagement in tasks other than psychotherapy - "just" finishing up on something, driving	7/17/2023 6:32 PM
70	Access to populations such as nursing homes who must just rely on others to bring them devices & set them up.	7/17/2023 6:16 PM
71	some use cellphones / smartphones	7/17/2023 6:09 PM
72	None	7/17/2023 6:04 PM
73	Pt's having access	7/17/2023 6:03 PM
74	Some patients require in-person therapy because telehealth has not been effective for them. I assess the severity of mental health issues and I recommend accordingly. Highly anxious patients, severely depressed, and active substance abusers are recommended for in-person therapy.	7/17/2023 5:41 PM
75	Not as much as I had thought. It has helped a lot to get therapy to those who would not go otherwise.	7/17/2023 5:31 PM
76	None	7/17/2023 5:28 PM
77	the lack of PsyPact access makes it impossible for me to work with clients who move out of state	7/17/2023 5:26 PM
78	None	7/17/2023 5:20 PM
79	n/a	7/17/2023 5:12 PM
80	I am an inactive psychologist at this time. I have used telehealth in the past. I think it's appropriate only for certain clients and populations, who are not high risk and have adequate tech skills	7/17/2023 4:58 PM
81	none	7/17/2023 4:55 PM
82	All of the above	7/17/2023 4:54 PM
83	None	7/17/2023 4:45 PM
84	None in my work, which is entirely assessment based (forensic and police/public safety)	7/17/2023 4:32 PM

85	Limited ability to see visual cues to emotional content	7/17/2023 4:18 PM
86	some potential clients only want to meet in the office	7/17/2023 3:58 PM
87	I do not experience problems with barriers.	7/17/2023 3:52 PM
88	For myself and other clinicians, there don't seem to be many barriers. Prior to the pandemic, no one knew how to do this. Now it's old hat	7/17/2023 3:51 PM
89	None	7/17/2023 3:34 PM
90	I prefer in person therapy as do many of my clients	7/17/2023 3:20 PM
91	None	7/17/2023 3:17 PM
92	I learn so much about a client by being in their presence	7/17/2023 3:06 PM
93	none	7/17/2023 2:57 PM
94	It helps improve access to care and lowers no-show rates dramatically but sometimes I worry that some patients use it to as a means of avoidance of leaving the house. Also groups can be tricky to run on telehealth (e.g., if one person has a bad connection it can be distracting for everyone else), but we have done many fairly successfully.	7/17/2023 2:48 PM
95	None	7/17/2023 2:45 PM
96	There are some advantages to being in person and having a more face to face contact	7/17/2023 2:37 PM
97	x	7/17/2023 2:33 PM
98	Lack of knowledge of legal/ethical statutes.	7/17/2023 2:25 PM
99	NONE	7/17/2023 2:25 PM
100	Clients need privacy at home for session	7/17/2023 2:21 PM
101	I conduct some assessments via telehealth and my no shoe rate has been zero so there are advantages too!	7/17/2023 2:20 PM
102	Therapeutically client interaction is somewhat attenuated through computer as a transitional object. Reciprocal transactions of positive regard is lost via computer screen.	7/17/2023 2:15 PM
103	OCHP transitioned into telehealth quickly during COVID-19 and updated the office internet in order to provide continuous care.	7/17/2023 1:53 PM
104	I have not experienced practical barriers at this time	7/17/2023 1:49 PM
105	Concern about the future of insurance coverage for telehealth services.	7/17/2023 1:34 PM
106	I usually require that Chemical Dependency, High Conflict Couples, Severe Mental Health issues where medication compliance is a problem, and high-risk patients to be in person only.	7/17/2023 1:29 PM
107	None	7/17/2023 1:28 PM
108	None, I still offer in-person sessions and insist on in-person for certain populations. Overall reduces barriers to access.	7/17/2023 1:25 PM
109	None	7/17/2023 1:25 PM
110	1. Lack of ability to practice across state lines. People moved all over the place, leaving their CA residency. 2. Lack of insurance reimbursement.	7/17/2023 1:20 PM
111	As a practitioner and a manager in behavioral health the practice of tele health has really lulled providers into a sense that this is great as while they may only be looking at their own satisfaction. I do not find pts or providers are as attentive, and the quality assurance issues that come with this practice are questionable at best. Yes it has a place, but more pts. Should receive in person service. The board should also consider stringent requirements for PA, intern, etc. to see pts in person. The learning, supervision etc. that occurred during Covid times was questionable at best.	7/17/2023 1:11 PM
112	Not interested in conducting telehealth sessions	7/17/2023 1:03 PM
113	None. I feel telehealth is very beneficial and the wave of the future. Currently, I am on a pause	7/17/2023 12:59 PM

from offering services because my parents died. However, I am applying for a full-time 100% remote position in August, and I am grateful to be doing work via telehealth.

114	None, after the initial set-up and learning curve. Actually, prefer telepsychology to in-person services.	7/17/2023 12:58 PM
115	I don't really experience barriers; telehealth is usually a resolution to a barrier rather than a barrier itself	7/17/2023 12:57 PM
116	Eventually when additional psychedelics are legal I would not feel comfortable providing treatment to someone in an altered state of consciousness	7/17/2023 12:57 PM
117	I have not encountered any serious, non-technological barriers. Patients who wish to see me in person may do so. Most patients prefer the telehealth platform for the convenience and because they are older and find the access more beneficial.	7/17/2023 12:50 PM
118	So far, my experience has been that we are able to accomplish as effective service delivery via telehealth as we can via in-person. In fact, sometimes we are able to reach many more folks. In my work with youth and their families, this often makes it easier to bring in important family members who are at a distance. Very powerful.	7/17/2023 12:33 PM
119	I've noticed that only my inner child work doesn't work as well over telehealth. But everything else works great	7/17/2023 12:29 PM
120	Concerns of disconnection due internet.	7/17/2023 12:22 PM
121	It seems clients don't take telehealth as seriously as in person sessions. I've had clients meet in their cars, attempt to have session while driving, in bed, while vaping, while putting on makeup, etc.	7/17/2023 12:17 PM
122	Income disparity in access to technology; elderly patients occasionally can't manage technology or don't have access to newer tech	7/17/2023 12:16 PM
123	We do need to take extra steps to assure we know the location of the client and that it is confidential on their end. Also, the initial set up takes a little bit more time (to make sure they know how to access the site).	7/17/2023 12:13 PM
124	useful to see patients with eating disorders in personal	7/17/2023 12:07 PM
125	I don't think there are barriers. Most people prefer it.	7/17/2023 12:03 PM
126	n/a	7/17/2023 12:02 PM
127	none, as long as you are experienced and seasoned	7/17/2023 12:02 PM
128	clients traveling out of the state but still requesting sessions	7/17/2023 12:01 PM
129	Both lack of training and inappropriateness for certain populations	7/17/2023 11:58 AM
130	none	7/17/2023 11:57 AM
131	none	7/17/2023 11:54 AM
132	It's exhausting	7/17/2023 11:53 AM
133	N/A	7/17/2023 11:50 AM
134	I have had experienced no barriers from my end. Occasionally my clients may not have good internet, but this is intermittent only.	7/17/2023 11:47 AM
135	some patients are unsure that their insurance will continue to pay for telehealth after the pandemic. Some patients are sick of telemedicine after pandemic and insist on in person services so I refer	7/17/2023 11:45 AM
136	None that I have found. Clients prefer it.	7/17/2023 11:44 AM
137	patient resistance	7/17/2023 11:44 AM
138	Consistency, engagement, and delayed rapport building	7/17/2023 11:37 AM
139	none	7/17/2023 11:35 AM
140	Patients often struggle to find private and appropriate environments for telehealth	7/17/2023 11:35 AM

appointments, or try to connect while driving.

141	Sessions don't flow as well due to glitches, and full body language is not observable.	7/17/2023 11:32 AM
142	Some methodologies like EMDR	7/17/2023 11:32 AM
143	Difficult at times to read body language	7/17/2023 11:31 AM
144	No significant barriers	7/17/2023 11:26 AM
145	Work with school aged and young adolescents is more challenging remotely, also work with larger families.	7/17/2023 11:20 AM
146	I haven't identified barriers per se.	7/17/2023 11:20 AM
147	I do psych assessments only. They are almost always appropriate for my clients and often they would not show up otherwise, but there is concern about addressing skepticism by the attorneys and courts now.	7/17/2023 11:19 AM
148	none	7/17/2023 11:19 AM
149	I strongly dislike telehealth and do not intend to use it.	7/17/2023 11:18 AM
150	none	7/17/2023 11:17 AM
151	Inability to observe all behavioral cues	7/17/2023 11:17 AM
152	Just connection problems/breaks in contact on either end --	7/17/2023 11:17 AM
153	None for me	7/17/2023 11:15 AM
154	I think this question is too vague. Do you mean for me or for others? I have plenty of training and provide it to others through consult. I use HIPAA compliant technology and have setup dozens of therapists on these systems and provide consultation on appropriateness or finding workarounds (in most cases there are plenty).	7/17/2023 11:12 AM
155	Clients who have unstable internet or who have difficulty navigating on the computer	7/17/2023 11:11 AM
156	Privacy on both ends; the therapist and the client. As well as disruptions on the clients end.	7/17/2023 11:11 AM
157	Employer doesn't allow	7/17/2023 11:09 AM
158	none	7/17/2023 11:08 AM
159	Medicare reimbursement decrease.	7/17/2023 11:08 AM
160	None	7/17/2023 11:08 AM
161	both Lack of HIPAA tech and lack of coverage for rural locations	7/17/2023 11:07 AM
162	Not many.	7/17/2023 11:05 AM
163	We need norms for neuropsych measures used in telehealth	7/17/2023 11:03 AM
164	None, as I provide teletherapy for adults without safety concerns	7/17/2023 11:01 AM
165	None	7/17/2023 11:00 AM
166	None apply. I have adjusted well as have my clients.	7/17/2023 11:00 AM
167	Lack of in person empathy	7/17/2023 11:00 AM
168	none	7/17/2023 10:59 AM
169	None	7/17/2023 10:57 AM
170	Uncertainty related to shifting of CA telehealth rules as pandemic concerns have eased	7/17/2023 10:57 AM
171	None	7/17/2023 10:56 AM
172	Politics.	7/17/2023 10:56 AM
173	Allowing for more accessibility to patients given that distance is now less of a barrier due to telehealth	7/17/2023 10:56 AM

174	In a jail setting	7/17/2023 10:55 AM
175	I find Telehealth very effective. Particularly for clients with mobility or health issues who find it difficult to attend in person sessions.	7/17/2023 10:55 AM
176	None	7/17/2023 10:54 AM
177	Sharing required documents	7/17/2023 10:53 AM
178	none	7/17/2023 10:52 AM
179	None	7/17/2023 10:52 AM
180	Nothing	7/17/2023 10:51 AM
181	No practice barriers. However, I have availed myself of the services of another psychologist via telehealth. My experiences were very positive.	7/17/2023 10:51 AM
182	NONE	7/17/2023 10:50 AM
183	None	7/17/2023 10:48 AM
184	screen fatigue	7/17/2023 10:47 AM
185	I have not found any barriers. Nowadays, I let new clients know that I only do telehealth and let them decide.	7/17/2023 10:47 AM
186	Not proper delivery of services. Only useful with well established clients.	7/17/2023 10:46 AM
187	Adequate backup in mental health services such as acute hospitalization	7/17/2023 10:46 AM
188	None	7/17/2023 10:45 AM
189	The client has a hard time with the technology because they are not computer literate and/or they English Language learners and may not be able to read the instructions for logging on to the platform.	7/17/2023 10:45 AM
190	None	7/17/2023 10:44 AM
191	office visits are superior to tele-health for patients and providers (therapy and assessment is richer and more meaningful and effective)	7/17/2023 10:44 AM
192	I work for a state university and students having a private space is the most significant barrierthey have to accessing services.	7/17/2023 10:44 AM
193	affordability of HIPAA compliant technology	7/17/2023 10:44 AM
194	I do not do assessments; nor do I accept clients with safety concerns or those who feel they would best benefit from face to face support.	7/17/2023 10:44 AM
195	none	7/17/2023 10:42 AM
196	BOP	7/17/2023 10:42 AM
197	I don't see any practice barriers. In fact, quite the opposite.	7/17/2023 10:42 AM
198	Some insurance companies attempts to pay at a lower rate	7/17/2023 10:42 AM
199	the elderly population	7/17/2023 10:42 AM
200	For teens - privacy in their home, distractions while on video, not prioritizing the session online versus if it were in person	7/17/2023 10:41 AM
201	High cost of HIPAA compliant technology	7/17/2023 10:41 AM
202	None	7/17/2023 10:40 AM
203	Not seeing entire body for best reading body language.	7/17/2023 10:40 AM
204	What I think is that it takes more time and effort to do telehealth than in person therapy and assessment	7/17/2023 10:40 AM
205	None.	7/17/2023 10:40 AM

206	No practice barriers	7/17/2023 10:40 AM
207	I still prefer to meet in person a couple of sessions before transitioning to telehealth.	7/17/2023 10:40 AM
208	The main barrier for me is connectivity issues. Sometimes it is the lack of strength of signal, and other times it is that SimplePractice throttles the signal going through their portal. The result is that there are short (or long) breaks in connection, which makes it very challenging to have the flow of conversation and are anxiety provoking for me when I am performing my job because it is a major interruption.	7/17/2023 10:39 AM
209	none of these should be an barrier as I have completed all these telehealth training. But access to more telehealth related training/courses will be helpful.	7/17/2023 10:39 AM
210	none	7/17/2023 10:38 AM
211	client diagnoses of SPMI and inability to properly visually assess clients' symptoms; inability to deescalate a challenging situation by phone or telehealth as effectively as is possible in person	7/17/2023 10:37 AM
212	None that I have encountered. The platform I use is HIPAA compliant and I don't treat any populations that are inappropriate for telehealth.	7/17/2023 10:36 AM
213	no practice barriers to the population I serve (adults with mild to moderate impairment in functioning, usually with a psychiatrist to provide med support.)	7/17/2023 10:36 AM
214	I would like more options to conduct psychological evaluations via telehealth	7/17/2023 10:36 AM
215	None	7/17/2023 10:35 AM
216	Having forms cimpleted, such as HIPPA, informed consent, practice policies etc.	7/17/2023 10:35 AM
217	Telehealth is more tiring for me, and feels distancing	7/17/2023 10:34 AM
218	cost of HIPAA compliant technology	7/17/2023 10:34 AM
219	The biggest problem is that I have some court cases that I have I'm not allowed even though the client has a case in California to rope them in via telephone because they're in another state and there's no reciprocity between California and other states	7/17/2023 10:34 AM
220	All of the above since it would not allow me to select more than one	7/17/2023 10:33 AM
221	None.	7/17/2023 10:33 AM
222	None	7/17/2023 10:32 AM
223	none	7/17/2023 10:32 AM
224	n/a	7/17/2023 10:32 AM
225	It is a very nice platform to facilitate sessions; however, with some population especially kids, it is hard to make emotional connection.	7/17/2023 10:32 AM
226	Ensuring confidentiality	7/17/2023 10:31 AM
227	Cross-state licensure limitations, insufficient internet speed/bandwidth	7/17/2023 10:31 AM
228	N/A	7/17/2023 10:29 AM
229	This is a poorly designed survey - there shouldn't be forced choice here of barriers. I don't experience any of the above barriers.	7/17/2023 10:28 AM
230	None noted. Client population is comfortable with the platform.	7/17/2023 9:45 AM
231	Select out certain client populations	7/17/2023 5:25 AM
232	none	7/15/2023 4:25 PM
233	I have not encountered consistent barriers	7/15/2023 7:55 AM
234	Patients that have more severe problems, for which face-to-face treatment only would be suitable.this would be only a small percentage. Otherwise teletherapy is an excellent platform and very effective	7/14/2023 8:22 PM

235	The flexibility required in the clinician is an extension of the psychological flexibility a skilled psychotherapist must have to deal with patients, in person, or via telehealth. Making the adjustment to teletherapy requires only subtle shifts in clinical skills, making, as is so often the case in life in general, Experience the best teacher. Seeing the patient's head, neck and shoulders, increasing the degree of atunement to speech patterns and subtle changes in facial expression sufficiently make up for what may be lost in a non-person-to-person environment, such as overall body language. I believe there is an equivalent trade off of advantages and disadvantages to interacting with patients intheir own home or work environment vs. in your office.	7/14/2023 4:18 PM
236	Both 1 & 2 - see previous answer to Q 5	7/14/2023 2:29 PM
237	I have not experienced barriers. There were kinks in the beginning, but smooth now.	7/14/2023 1:22 PM
238	None	7/14/2023 12:33 PM
239	Lack of privacy for patients during their sessions, especially for adolescents.	7/14/2023 11:59 AM
240	None	7/14/2023 8:50 AM
241	All the above	7/13/2023 7:18 PM
242	Patients do not want telehealth	7/13/2023 3:18 PM
243	Some clients using substances during sessions	7/13/2023 11:55 AM
244	The California Board of Psychology refusing to allow CA to participate in PsyPact is the biggest obstacle and continues to hurt my ability to practice	7/13/2023 11:03 AM
245	None	7/13/2023 9:45 AM
246	None	7/12/2023 4:27 PM
247	Having to become comfortable and competent with the new platform as more and more people request the delivery of services in such a manner.	7/12/2023 3:57 PM
248	None	7/12/2023 3:57 PM
249	Licensing issues. We need advocacy to allow Californians to see clients from across the US.	7/12/2023 2:53 PM
250	Lack of tekehealth in correctional settings	7/12/2023 1:04 PM
251	Unable to see clients while they are in states with anti-telehealth laws, CA is not part of Psypact but that would REALLY help!	7/12/2023 11:40 AM
252	concerns about ability to offer telehealth when clients live part-time in other states/countries.	7/12/2023 11:33 AM
253	None	7/12/2023 10:43 AM
254	All of the above can be barriers, but I'm not able to select more than one option.	7/12/2023 10:36 AM
255	none	7/12/2023 10:07 AM
256	none	7/12/2023 7:16 AM
257	I find it challenging to do play therapy via telehealth.	7/12/2023 6:33 AM
258	Digital challenges to my older clients.	7/11/2023 10:25 PM
259	I'm partly disabled at present, would likely not want to go back to my office if I can make this work until I retire!	7/11/2023 8:21 PM
260	I think it is in the best interest of the client to be able to travel or be in different states and still be able to be seen via telehealth.	7/11/2023 6:03 PM
261	None	7/11/2023 5:30 PM
262	NA	7/11/2023 5:13 PM
263	My own preference for in-person practice, and experience that many people prefer in-person services despite appreciating the convenience that telehealth offers.	7/11/2023 5:12 PM
264	Unable to assess fully the patient's energy.	7/11/2023 2:24 PM

265	Clients' possible hesitancy to use electronic media	7/11/2023 1:03 PM
266	Child clients who require active play therapy and sensory processing disorder clients who need sensory-motor treatment require in-person services.	7/11/2023 11:45 AM
267	setups are good. the key issue is being able to reach outside of California through psypact. We need to join that group just like most states have	7/11/2023 11:42 AM
268	None	7/11/2023 11:32 AM
269	I would not see a suicidal person or someone in severe crisis over time. But that was true before telehealth, as my practise is part time. I think seeing someone in that much duress would be harder to manage on telehealth.	7/11/2023 11:14 AM
270	I don't think there are any significant barriers. It doesn't work for all populations, but it's worked for me. I've also taken CE's on it.	7/11/2023 10:53 AM
271	All of the above.	7/11/2023 10:46 AM
272	FaceTime should be compliant bc the elderly population can use it easily and have trouble with other platforms.	7/11/2023 10:40 AM
273	Geriatric clients experiencing difficulties with technology.	7/11/2023 10:09 AM
274	Clients prefer in-person therapy	7/11/2023 9:54 AM
275	The majority of my client base gives every indication that they are agreeable to telehealth. I've had in the past two to three clients who've asked for face-to-face interviews.	7/11/2023 9:39 AM
276	We find that youth are burned out on telehealth (e.g. virtual school during COVID-19) and prefer in person. Also, intakes are more challenging through telehealth.	7/11/2023 9:31 AM
277	no practice barriers	7/11/2023 9:07 AM
278	if it is determined that a switch to in-person would be helpful, there could be barriers	7/11/2023 8:44 AM
279	Conducting assessments in the prison setting. I have done both in person and via Telehealth and I find Telehealth to be much more difficult to get a deep insight into the case. However, some populations, e.g., the younger tech savvy population, is often more comfortable using technology, and therefore are easier to connect with over Telehealth.	7/11/2023 8:42 AM
280	Lack of knowledge on behalf of providers and clients, especially regarding issues such as being out of state and/or out of country.	7/11/2023 8:40 AM
281	No barriers to speak of.	7/11/2023 8:13 AM
282	As a clinician i think I'm better at my job when I have in person contact with patients.	7/11/2023 7:57 AM
283	Some clients prefer in-person. Also, I offer somatic expressive work, which is best done in person, tho' I do guide it via telehealth as well.	7/11/2023 7:45 AM
284	None that I can think of. I see only the benefits.	7/11/2023 7:26 AM
285	Employer buy in	7/11/2023 7:09 AM
286	There are some people who only want face to face sessions	7/11/2023 7:06 AM
287	I would say it's difficult to do psych assessment for those that require certain types of testing that need to be administered in person.	7/11/2023 6:43 AM
288	n/a	7/11/2023 6:33 AM
289	None	7/11/2023 5:50 AM
290	No very comfortable	7/11/2023 5:48 AM
291	Some seniors are not comfortable with telegraphy.	7/11/2023 5:27 AM
292	Insurance coverage	7/11/2023 3:39 AM
293	Youth might be better for in-person therapy.	7/11/2023 2:00 AM
294	None	7/11/2023 12:15 AM

295	More training is always helpful. By in large, I think telehealth works well. I've encountered few barriers.	7/10/2023 11:42 PM
296	Offering group sessions via telehealth is challenging due to size and video platform; slow internet speed; interruptions if trying to find privacy when people are present in the home.	7/10/2023 11:35 PM
297	Form adoption: Needing to move all business practices to remote work.	7/10/2023 11:32 PM
298	None	7/10/2023 11:29 PM
299	Both lack of HIPAA compliant technology and appropriateness of telehealth for certain client populations	7/10/2023 9:23 PM
300	My telehealth clients use audio only, not video. They appreciate the saving of time and convenience. We are not experiencing barriers. Some of them come to the office from time to time, when their schedule allows it.	7/10/2023 9:18 PM
301	none	7/10/2023 8:55 PM
302	None of the above. The practice barriers outlined above are easily addressed by (1) existing and available training; (2) use of HIPAA compliant platforms; (3) thorough assessment of patients prior to engagement in telehealth.	7/10/2023 8:42 PM
303	NA	7/10/2023 8:36 PM
304	Perceived regulations (ex. that we cannot provide services in this manner) and perceived lack of technological resources (ex. that apps such as Google or FaceTime are inherently in violation of HIPAA, or that we need to produce a business agreement with Zoom).	7/10/2023 8:28 PM
305	Primarily older patients struggling with appropriate camera locations	7/10/2023 8:07 PM
306	In my experience, certain groups of children are not good candidates for telehealth	7/10/2023 7:55 PM
307	None	7/10/2023 7:46 PM
308	na	7/10/2023 7:44 PM
309	Same response previous question	7/10/2023 7:35 PM
310	Making sure a very few pts are only focused on the session and not something else in their house	7/10/2023 7:35 PM
311	Privacy can sometimes be an issue for clients	7/10/2023 7:34 PM
312	6-1...I fortunately had had previous CE training in Costa Mesa, Ca. Suggest this training become available. 6-2...found on internet the necessary INFORMED CONSENT for Teleheath Services, plus mailed all regular/required paperwork with a request for copies of identification cards, i.e., (insursnce/drivers license) that would have been presented when I was in my office, along with a large self- addressed envelope for their easy return to me. 6-3 other than children, and of course psychological assessments requiring testing material use, I believe populations who are not fearful of computer/phone use GREATLY BENEFIT from Telehealth Services. I provided a step-by- step direction sheet to use to gain access to the doxy.me platform. Benefitting populations could include the older adult, or the physically disabled, depressed,anxious, PTSD, bipolar, lack of travel ability (no auto, or public trans, etc), and/or low on funds persons IMPORTANT: Prior to accepting for telehealth services each phoning, potential client MUST BE assessed FOR SAFETY and referred, with my help, to the appropriate services.	7/10/2023 7:31 PM
313	None	7/10/2023 7:29 PM
314	None	7/10/2023 7:25 PM
315	I would be concerned if insurance stops covering telehealth. It improves patient access to care.	7/10/2023 7:21 PM
316	No comment.	7/10/2023 7:20 PM
317	None	7/10/2023 7:06 PM
318	Can't be effective with couples, who need to loom at ea h other; not a scree n.	7/10/2023 6:44 PM
319	1. Working with young children and teens who might not be so motivated to participate in	7/10/2023 6:36 PM

treatment. 2. Privacy concerns.

320	Lack of training and access to HIPAA compliant technology both issues.	7/10/2023 6:26 PM
321	I have stopped seeing children and teens with attention problems; not easily engaged over internet; often too distracted by factors outside of therapist's control or awareness.	7/10/2023 6:25 PM
322	none	7/10/2023 6:13 PM
323	Can't see the whole person. Subtle nuances in movement may not be able to be detected.	7/10/2023 5:55 PM
324	None	7/10/2023 5:51 PM
325	Sometimes client has difficulties with finding privacy	7/10/2023 5:51 PM
326	Can't think of any	7/10/2023 5:51 PM
327	What to do when a patient moves out of state because California does not participate in the multi-state telehealth agreement	7/10/2023 5:49 PM
328	Client is high risk, minor has possible listening parents, acute trauma lends to face to face.	7/10/2023 5:44 PM
329	Appropriateness of telehealth for certain ages (younger children).	7/10/2023 5:37 PM
330	Not much	7/10/2023 5:27 PM
331	I have taken my own training in telehealth and have found HIPAA compliant technology. This mode should be made more accessible and also reimburseable by insurance.	7/10/2023 5:04 PM
332	Cannot realistically do some modalities such as play therapy	7/10/2023 4:59 PM
333	No barriers encountered	7/10/2023 4:54 PM
334	I do not personally experience barriers but I did seek out extensive training in telehealth practices and stay up to date.	7/10/2023 4:33 PM
335	The threat that insurances will not reimburse for telehealth	7/10/2023 4:29 PM
336	Questions do not apply	7/10/2023 4:29 PM
337	1.Lack of licensure reciprocity between California and other states 2. Appropriateness for certain populations: neuropsychological assessment, children	7/10/2023 4:25 PM
338	None	7/10/2023 4:23 PM
339	Poor internet connection outside of office or home.	7/10/2023 4:23 PM
340	None for me.	7/10/2023 4:19 PM
341	I am a retired licensed psychologist but still got the survey sent to me although I let the Board know of my retirement. I never used telehealth while practicing. In retirement, I accessed it a few times, the provider was good, but the process of getting connected was cumbersome	7/10/2023 3:39 PM
342	Young children	7/10/2023 3:30 PM
343	A few pts (mostly seniors) have issues getting on telehealth platforms	7/10/2023 3:25 PM
344	Difficult to have the same experience if the mood, quality of the silences as would be if we're in the same room.	7/10/2023 3:21 PM
345	Patients access to internet and computers	7/10/2023 3:11 PM
346	None, really, although more acceptance as a widespread format and training to that end would help.	7/10/2023 3:04 PM
347	Interstate license reciprocity for Psychologists.	7/10/2023 2:59 PM
348	none	7/10/2023 2:58 PM
349	If I'm working from home, reducing noise from outside my office (leaf blowers, others talking.	7/10/2023 2:58 PM
350	all of the above.	7/10/2023 2:53 PM
351	none really	7/10/2023 2:49 PM

352	No issues	7/10/2023 2:48 PM
353	Clients are comfortable and forthcoming --arguably more focused and less defensive, thereby, making rapid progress.	7/10/2023 2:34 PM
354	None	7/10/2023 2:29 PM
355	I haven't found any, but I don't treat children.	7/10/2023 2:24 PM
356	No barriers. It is easier access for working clients who can step out to a quiet room or to their car during their "lunch" break.	7/10/2023 2:22 PM
357	It would be nice to have some portion of practice be face-to-face.	7/10/2023 2:14 PM
358	Quick internet access for my clients	7/10/2023 2:11 PM
359	1-Clients undergoing psychological or learning disability assessment with me. 2- Clients wanting in person sessions	7/10/2023 2:10 PM
360	Some clients don't have privacy in their homes so rely on using their phones or tablets outside their homes (e.g., they sit in their car, either in their driveway or drive to a secluded place.) Not a huge barrier.	7/10/2023 2:07 PM
361	None, I work for a corporation with departments of IT and professional development specifically focused on telehealth.	7/10/2023 2:06 PM
362	I have no problems It is such a good addition to have the option of telehealtb for clients who need	7/10/2023 2:06 PM
363	none so far	7/10/2023 2:05 PM
364	While it can be very useful, especially for those who do not have access, it can also be used as a quick fix for those who want a simple process and do not want to make the commitment to in person therapy. Psychotherapy outcome is mostly based on the therapeutic alliance and telehealth therapy lessens that alliance.	7/10/2023 1:52 PM
365	Lack of training and appropriateness (this should be a multiple response question)	7/10/2023 1:49 PM
366	None	7/10/2023 1:48 PM
367	Reimbursement - laws regarding where provider is located and client. I'm in FL and clients are in CÁ as I am a CA provider	7/10/2023 1:35 PM
368	Interaction with children through therapy games Evaluations, due to proprietary nature of materials Biofeedback	7/10/2023 1:33 PM
369	none	7/10/2023 1:29 PM
370	With children pts, play therapy is obviously harder. Therapist.com has some interactive internet-based therapy games, but they are limited. There needs to be more: more interactive games, more interactive worksheets, more interactive books, for more child therapy topics. Also, other websites/organizations that provide this service for low cost.	7/10/2023 1:27 PM
371	None Fear of insurances stop paying for services provided over tele health	7/10/2023 1:26 PM
372	Clients struggling to have privacy in their home/space	7/10/2023 1:25 PM
373	The lack of reciprocity between states (in some instances)	7/10/2023 1:24 PM
374	Most patients prefer not coming into the office and have adjusted to Zoom and Doximity video conference sessions. Some prefer phone over video. (20%)	7/10/2023 1:10 PM
375	I only have patients who are fine with telehealth and prefer it.	7/10/2023 1:08 PM
376	none	7/10/2023 1:07 PM
377	None	7/10/2023 1:07 PM
378	None	7/10/2023 1:02 PM
379	Differences between in person and Telehealth	7/10/2023 1:01 PM
380	All three of the above. Lack of training in providing same quality of clinical care over telehealth.	7/10/2023 12:52 PM

Lack of HIPAA compliant tech options that are affordable for use in private practice. And appropriateness of fit for clients who at times need an in person treatment option.

381	clients not ensuring private places to conduct their sessions	7/10/2023 12:48 PM
382	I have encountered no barriers other than some individuals strongly preferring to be seen in person. However, most everyone I speak with is open to working virtually.	7/10/2023 12:48 PM
383	Insuring confidentiality on clients end	7/10/2023 12:47 PM
384	None	7/10/2023 12:43 PM
385	It appears to me that more people in need of psychological support could be helped if the State of California and/or the Board of Psychology could post contact information for Psychologists who provide telehealth (with some info about specialization). For example, I specialize in geriatrics (with payment through Medicare) and that specialization is appropriate for various Californians in significant need of psychological services. Yet some individuals may not know they have such an option from a very experienced Psychologist (without the difficulty for an elderly person of having to arrange a way to leave their home and somehow get to an in-person appointment).	7/10/2023 12:39 PM
386	some people need help from family to know how to connect, or they need to borrow someone's computer	7/10/2023 12:37 PM
387	Some clients over-rely on the ease of telehealth, at the expense of in-person services. From my experience, telehealth is not as effective when working with children and when doing exposure work (i.e., ERP).	7/10/2023 12:31 PM
388	from time to time, client internet connnections are not strong (e.g., in an area that has "iffy" WIFI service)	7/10/2023 12:29 PM
389	None for me.	7/10/2023 12:28 PM
390	I have had no real barriers because I was able to address even those with BPD diagnosis.	7/10/2023 12:26 PM
391	No barriers, I have learned to use Telehealth, My platform is HIPAA certified (Doxy.me). I only see people who are appropriate to this modality. It has allowed many people who are not mobile or live in remote areas to access psychotherapy.	7/10/2023 12:26 PM
392	Technical issues that are hard to resolve (as they often are on the client's end).	7/10/2023 12:17 PM
393	none	7/10/2023 12:15 PM
394	The organization I work for is not willing to allow it.	7/10/2023 12:12 PM
395	none for my practice	7/10/2023 12:11 PM
396	None	7/10/2023 12:09 PM
397	Some insurance plans do no cover telehealth, and some do not cover out-of-state telehealth for providers who practice in more than one state	7/10/2023 12:09 PM
398	I have used Zoom personally as a member of a meditation group that worked well, and for interaction with family but not as a psychologist with patients.	7/10/2023 12:05 PM
399	Any regulations that restrict my access, including what insurance companies allow... The latter doesn't affect me, but could others.	7/10/2023 12:01 PM
400	Not able to provide services to people outside the State, even those that live in California but are traveling.	7/10/2023 12:00 PM
401	None	7/10/2023 12:00 PM
402	Inability to continue sessions with clients traveling out of state temporarily.	7/10/2023 12:00 PM
403	I think it should be a case by case basis. If you feel a patient would do better in person then that is the priority. You may need to refer to someone who is doing face to face.	7/10/2023 11:59 AM
404	none for my practice	7/10/2023 11:55 AM
405	No barriers. I find it to be wonderful for my clients and I.	7/10/2023 11:51 AM

406	Misses human touch handshake etc.	7/10/2023 11:44 AM
407	Psych testing cannot be done & need more psych to do these in person testing	7/10/2023 11:41 AM
408	N/A	7/10/2023 11:39 AM
409	Age bias. My appearance seems to make me look quite old. I was told I need a social media makeover to soften my appearance.	7/10/2023 11:37 AM
410	Aging clients sometimes struggle with video telehealth and benefit from telehealth phone.	7/10/2023 11:36 AM
411	Ensuring confidentiality	7/10/2023 11:34 AM
412	If clients move out of state, but want to keep working with you, and there are no risk issues that would indicate telehealth isn't a good choice for them, but you cannot continue working with them because the laws around interstate telehealth.	7/10/2023 11:31 AM
413	Focus and interpersonal connection	7/10/2023 11:28 AM
414	No barriers	7/10/2023 11:26 AM
415	na	7/10/2023 11:22 AM
416	Treating tic disorders, I'm not always able to see client's full body. That is modified by listing the tics and then pointing the camera at them. Also Treating certain children with ADHD hyperactive type do not respond well to video calls.	7/10/2023 11:22 AM
417	Having patients have an "ideal" setting that mimics the office conditions where for instance they don't have interruptions from family members while in session or they feel they have as much privacy as they would have in the office.	7/10/2023 11:18 AM
418	All of the above are relevant factors/barriers.	7/10/2023 11:17 AM
419	None. No barriers to provide quality tele-health psychotherapy	7/10/2023 11:17 AM
420	I have not found the above areas to be a problem but can see they where they could be a problem if the provider did not make appropriate arrangements to address all of the above concerns prior to practicing telehealth. For myself I choose to obtain my patients through platforms that assist in and provide ways to address the above concerns.	7/10/2023 11:17 AM
421	Not as effective	7/10/2023 11:14 AM
422	No significant barriers. However, 100% telehealth not really a good fit for psychologists. Some patients need onsite services.	7/10/2023 11:13 AM
423	The amount of time it took to research what is considered to be "secure" enough to satisfy our requirements, and stay up to date on security issues, and standards of care specific to video sessions has been substantial. Trying to find straight-forward info from the BOP has been challenging.	7/10/2023 11:12 AM
424	reluctance of insurance companies (including Medicare) to fully embrace telehealth as being very effective and for some people even preferable to in-office visits	7/10/2023 11:12 AM
425	None	7/10/2023 11:08 AM
426	None	7/10/2023 11:08 AM
427	None	7/10/2023 11:07 AM
428	I am a neuropsychologist, so there are limitations on the testing I can administer.	7/10/2023 11:06 AM
429	Some patients prefer face-to-face sessions, which i am happy to offer too.	7/10/2023 11:06 AM
430	Patient unfamiliarity	7/10/2023 11:06 AM
431	Insurance reimbursement	7/10/2023 11:05 AM
432	With zoom, I find the information they provide to be confusing whether they are Hyppa compliant at different levels	7/10/2023 11:04 AM
433	None, really. I think the necessity of quickly adapting to telehealth care delivery during the pandemic has made it a viable option moving forward as long as insurance covers it.	7/10/2023 11:02 AM

434	client preference	7/10/2023 11:02 AM
435	Reimbursement rates	7/10/2023 11:01 AM
436	None	7/10/2023 10:59 AM
437	The loss of more intimate connection; decreased sense of accountability when on screen versus in-person; more frequent environmental distractions	7/10/2023 10:58 AM
438	none	7/10/2023 10:58 AM
439	Patient accessing telehealth in secure way	7/10/2023 10:58 AM
440	None	7/10/2023 10:58 AM
441	N/a	7/10/2023 10:54 AM
442	For the outpatient population I serve, there hasn't really been any problems. Some clients prefer in-person, but it's not because they cannot access telehealth. Privacy in the home is sometimes an issue, but usually this can be worked out.	7/10/2023 10:52 AM
443	I only do psychotherapy with individuals and couples. May be difficult with families	7/10/2023 10:52 AM
444	Internet stability	7/10/2023 10:51 AM
445	none	7/10/2023 10:50 AM
446	None	7/10/2023 10:49 AM
447	Not many. However, the appropriateness for psychological assessments is concerning. When working with minors, parental lack of boundaries (aka listening in and making the child feel unsafe to disclose).	7/10/2023 10:49 AM
448	Client need	7/10/2023 10:48 AM
449	None	7/10/2023 10:46 AM
450	Licensing restrictions to state which makes it hard to keep track and ensure clients are in the right state before I can conduct the session. Clients, though informed, will still forget to mention when they travel outside the jurisdiction.	7/10/2023 10:45 AM
451	Not able to be part of PSYPACT	7/10/2023 10:44 AM
452	None	7/10/2023 10:44 AM
453	Elderly clients do not have access to computers or are unfamiliar with how to use computers for telehealth sessions.	7/10/2023 10:44 AM
454	none. see above	7/10/2023 10:43 AM
455	Sometimes miss the energy of doing therapy in-person	7/10/2023 10:39 AM
456	I only use it for therapy	7/10/2023 10:38 AM
457	All of the above.	7/10/2023 10:37 AM
458	Zoom burnout for clients; especially kiddos	7/10/2023 10:36 AM
459	May go off line on occasion.	7/10/2023 10:35 AM
460	None	7/10/2023 10:35 AM
461	couples or families	7/10/2023 10:34 AM
462	Hard to treat younger children- maintaining focus, concentration.Little harder to make connection with new child clients.	7/10/2023 10:33 AM
463	I wish CA would join the network of states that allows providers to practice in multiple states.	7/10/2023 10:32 AM
464	Not an option for psychological assessments and not the best for little kids.	7/10/2023 10:31 AM
465	Sometimes client not be savvy with technology or lack availability to telehealth technology	7/10/2023 10:30 AM
466	Working with other states to allow common licensure, working across state lines and	7/10/2023 10:29 AM

internationally in an easy way, short and longer term

467	lack of training and HIPPA-compliant technology. It also costs more for the HIPPA-compliant tech.	7/10/2023 10:29 AM
468	None	7/10/2023 10:28 AM
469	None	7/10/2023 10:28 AM
470	Some people are annoyed with my initial plan to use HIPAA compliant platforms and would rather use WhatsApp as it seems to always work as a backup.	7/10/2023 10:28 AM
471	each of these is a barrier, primarily appropriateness and lack of training, also there is a mystery around the risks and whether we will be supported by the Board when there are safety concerns	7/10/2023 10:27 AM
472	My practice, primarily child custody evaluations for the court, requires home visits/observations.	7/10/2023 10:26 AM
473	None	7/10/2023 10:25 AM
474	no major barriers- i believe the access to care outweighs any problems.	7/10/2023 10:25 AM
475	Health system wanting to limit telehealth availability	7/10/2023 10:22 AM
476	Clients expect to be able to move around and continue to see me and express frustration that telehealth has many barriers between states. We need to be part of psypact. Our culture and our technology have moved beyond the expectation that there are should be restrictions and differences at state borders.	7/10/2023 10:21 AM
477	California needs to join Psypact. So many other states are members and their clinicians are able to practice across state lines with other psypact states. This represents a competitive disadvantage for CA clinicians.	7/10/2023 10:21 AM
478	No barriers for my work	7/10/2023 10:20 AM
479	None	7/10/2023 10:19 AM
480	none	7/10/2023 10:18 AM
481	Most of my clients live in rural areas and are over 60 years of age and uncomfortable/unskilled in using internet technology	7/10/2023 10:17 AM
482	Appropriateness as above, and also the testing protocols that are needed but for which protocols have not been developed	7/10/2023 10:16 AM
483	None, telehealth is very accessible for me and other therapists I've spoken to. Some clients prefer in person	7/10/2023 10:15 AM
484	I work with seniors, and for patients who are hard of hearing and also visually impaired, we need to meet in person.	7/10/2023 10:15 AM
485	After solely using Telehealth since 2020, the greatest barrier is use of 3D space for Psychological /Neuropsychological testing. The other huge barrier is Insurance Payors who reduce payments for Telehealth visits, as if there is a lesser quality service delivered or expenses are less. Robust EHRs, and home office infrastructures can create commensurate office rental costs. We need to work on the Payors to treat telehealth with parity.	7/10/2023 10:15 AM
486	Preference	7/10/2023 10:12 AM
487	Limits face to face contact.	7/10/2023 10:11 AM
488	For my testing clients, in-person is best for a number of reasons (validity, reliability etc.). I also work with the elderly. In terms of therapy, about 50% perfer in-person and the other 1/2 prefer the flexibility of telehealth (esp. for those who cannot drive).	7/10/2023 10:11 AM
489	clients unable to use the telehealth technology, especially Spanish speaking clients	7/10/2023 10:10 AM
490	Complicated and changing regulations or limitations related to telehealth	7/10/2023 10:10 AM
491	In forensic evaluations, sometimes people appear to be reading from printed material that I cannot see	7/10/2023 10:09 AM

492	none like it a lot and works great for many clients who cannot come into the office for time constraints or medical health reasons or are in college in different area, etc	7/10/2023 10:08 AM
493	None	7/10/2023 10:07 AM
494	Too expensive	7/10/2023 10:07 AM
495	Poor or no internet connection at times	7/10/2023 10:03 AM
496	A free-for-all marketplace (even though Zoom is now dominant) without clear guidelines.	7/10/2023 10:03 AM
497	Some people feel disconnected.	7/10/2023 10:02 AM
498	none that I notice.	7/10/2023 10:01 AM
499	Interstate licensing issues when patients who started treatment in California move to other states either due to attending college out of state, having jobs that require interstate travel, or transfer to a job in another state	7/10/2023 10:01 AM
500	None	7/10/2023 10:00 AM
501	None that I know of	7/10/2023 10:00 AM
502	None	7/10/2023 10:00 AM
503	Not as good as in person for psychotherapy	7/10/2023 10:00 AM
504	Working with children and not being able to do art therapy or play	7/10/2023 9:59 AM
505	None	7/10/2023 9:58 AM
506	I have no obstacles; in fact the conveniences outweighs - particularly for heavily dense traffic (like Los Angeles)+ for the elderly and immune compromised population.	7/10/2023 9:58 AM
507	None- it's been very efficient and I can see clients from further distance	7/10/2023 9:57 AM
508	personal interruptions in the home on both sides	7/10/2023 9:57 AM
509	NO ISSUE FOR ME	7/10/2023 9:57 AM
510	N/A	7/10/2023 9:57 AM
511	None experienced.	7/10/2023 9:57 AM
512	N/A	7/10/2023 9:56 AM
513	With adolescence it can be challenging. Sometimes they will not engage in therapy as they do in office and are to distracted on their phones.	7/10/2023 9:56 AM
514	None	7/10/2023 9:55 AM
515	Clients may read texts or emails during session	7/10/2023 9:55 AM
516	None	7/10/2023 9:55 AM
517	I wish I knew better skills about how to utilize virtual games/whiteboard/etc to better engage with clients.	7/10/2023 9:55 AM
518	some clients are not seeking telehealth and will need to be seen by another provider	7/10/2023 9:54 AM
519	I do not think it is as effective as in person tx unless a prior in person therapeutic relationship exists	7/10/2023 9:54 AM
520	I limit my practice to clients with whom telehealth is appropriate. I don't accept clients if I'm worried that the telehealth visits will be insufficient for their needs.	7/10/2023 9:54 AM
521	Younger Children	7/10/2023 9:54 AM
522	When patients go out of town to another state, even for a short time, I can't see them on tele health	7/10/2023 9:53 AM
523	cannot see patients when they travel to other states for work or vacation.	7/10/2023 9:53 AM
524	Rapport building and body language interpretation is absent	7/10/2023 9:53 AM

525	Inability to provide services across state lines.	7/10/2023 9:52 AM
526	None, access has increased.	7/10/2023 9:52 AM
527	None	7/10/2023 9:52 AM
528	N/A	7/10/2023 9:51 AM
529	privacy concerns	7/10/2023 9:51 AM
530	n/a	7/10/2023 9:51 AM
531	fear that we are doing something wrong that we are unaware of and that the board will get us for	7/10/2023 9:51 AM
532	Expenses	7/10/2023 9:51 AM
533	None	7/10/2023 9:50 AM
534	It has revolutionized access to care. No barriers.	7/10/2023 9:50 AM
535	Na	7/10/2023 9:50 AM
536	Being unable to provide services to individuals residing in another state who do not have access to the specific services I offer. I am one of a few psychologists in the U.S. who is trained in my specialty, and many individuals throughout the country are unable to access the services they need because CA does not engage in PSYPACT.	7/10/2023 9:50 AM
537	none	7/10/2023 9:49 AM
538	Providing telehealth to minors who would benefit from in-person services	7/10/2023 9:49 AM
539	none	7/10/2023 9:49 AM
540	None - I will not engage in telehealth with clients that prefer in person or that require significant neuropsychological assessment	7/10/2023 8:54 AM
541	There is so much you can miss on telehealth: bodily movements, projections, etc.	7/10/2023 8:51 AM
542	Insurance coverage for telehealth	7/10/2023 7:35 AM
543	Cost of HIPAA compliant technology	7/9/2023 9:13 PM
544	NONE THAT HAVE IMPACTED MY PRACTICE TO DATE	7/9/2023 2:45 PM
545	Cognitive patients who do not have assistance to sign on at home.	7/7/2023 6:02 PM
546	None	7/6/2023 5:45 PM
547	Telehealth platforms do not all offer screen share and patients sometimes have trouble remembering their passwords. I like having Facetime as a backup but I know that the auth to use it as a backup is going to expire at the end of this year. This REALLY needs to be put into permanent practice. It is necessary to have a reliable backup that patients are extremely comfortable with to ensure good care.	7/6/2023 4:18 PM
548	Most of the barriers I have run into are related to navigating interjurisdictional practice and even just trying to find clear information on the requirements/laws of different states. This usually comes up when a client is preparing to move or traveling for a few months and we are trying to discern whether we can continue to meet in the midst of that change. I am grateful for the allotment given within CA law, but I have discovered that some states are very stringent/provide no time allotment per calendar year and this limits continuity of care in some cases.	7/6/2023 11:19 AM
549	I don't understand. "Barriers" for patients or for providers? I passed through much anxiety on my way to greater digital competence, and my technical support also improved over 3 years. VSee is the HIPAA-compliant technology used at LifeStance.	7/6/2023 8:14 AM
550	None	7/5/2023 8:23 PM
551	Lack of real time assistance for patients requiring technological assistance	7/5/2023 4:45 PM
552	My employer, the CA Department of State Hospitals, is afraid of staff abusing telehealth and telework, so no one gets the opportunity. Oh, excuse me, unless you're a psychiatrist of	7/5/2023 10:53 AM

	course. Apparently they're believed to be more professional and responsible than the rest of us, ha!	
553	Blunting of ability to make use of body language	7/5/2023 10:22 AM
554	In groups it can be difficult if some have cameras on and some don't. The ones who don't cite difficulties getting video to work. I have seen people make multiple attempts to log into a VA Video Connect session, only to finally give up and join by phone. Not being able to see them is a barrier.	7/4/2023 6:11 PM
555	High absenteeism, distractibility, interruptions.	7/4/2023 2:26 PM
556	none	7/4/2023 11:35 AM
557	I have not found any barriers to telehealth	7/4/2023 6:39 AM
558	Limitations with clients out of state - When will Ca join PSYPACT?	7/3/2023 9:01 PM
559	Unsure of Telehealth Platform or Platforms to utilize for Telehealth plus HIPAA compliant email, messaging, etc.	7/3/2023 7:44 PM
560	none-beneficial	7/3/2023 11:31 AM
561	I se 30 couples/week online and it's been 99% successful, no safety issues	7/3/2023 7:59 AM
562	none noted	7/3/2023 7:49 AM
563	Telehealth is an important vehicle to increase accessibility to treatment.	7/2/2023 8:24 PM
564	For public sector patients, access to stable resources to participate in Telehealth	7/2/2023 7:13 PM
565	None	7/2/2023 4:58 PM
566	None, I use DOXY and it works well with the population I see	7/2/2023 3:53 PM
567	none	7/2/2023 1:28 PM
568	All the above answers (quality HIPPA compliant tech that interfaces with EHR systems, lack of training, appropriateness for certain populations), but also for clinicians as persons, scheduling Telehealth must also balance hours required to be on screen for Telehealth as well as documentation, which must take into account personal health conditions exacerbated (e.g. migraines from screen use). Clients also seem to quit more "easily" via Telehealth by just sending an email and refusing to return. This has been a clinic wide experience.	7/2/2023 1:09 PM
569	I have not had any.	7/2/2023 10:49 AM
570	none	7/2/2023 10:25 AM
571	I use HIPAA compliant technology. Maybe 5% or less of patients prefer in person. Most prefer videoconferencing. Sometimes patient does not have a private place to conduct session.	7/1/2023 8:58 PM
572	None	7/1/2023 8:10 PM
573	Minimal barriers, my system and resources are great	7/1/2023 7:01 PM
574	Some clients want to use their phones only. They are elderly and not able to figure out zoom on their computers.	7/1/2023 6:15 PM
575	Cerner patient portal is very unreliable, often will shut down before session is complete. FaceTime option was used in these cases but is not HIPAA compliant.	7/1/2023 4:44 PM
576	None	6/30/2023 5:22 PM
577	none	6/30/2023 4:55 PM
578	None	6/30/2023 2:22 PM
579	All of the above	6/30/2023 12:48 PM
580	There are no practice barriers, though there could be enhanced training.	6/30/2023 11:43 AM
581	I think telehealth can be right for anyone, an not having the option is often a barrier to care for many.	6/30/2023 11:21 AM

582	I feel I am able to do my job well over the internet	6/30/2023 10:11 AM
583	Not being able to see the person entirely. Also, the patient is in a space with more distractions around them. Focus and attention to the sessions are not quite the same.	6/30/2023 9:45 AM
584	I don't feel like there is a practice barrier	6/30/2023 5:50 AM
585	One of my specialty is younger child (0-5); however, I am not aware the way to do telehealth with this population because I usually do play therapy. Therefore, I choose not to serve this population currently in my practice because I need to stay 100% telehealth for personal and family reasons.	6/29/2023 3:20 PM
586	Telehealth itself is, to me, less helpful than in person in general. However it's great as an adjunct.	6/29/2023 2:31 PM
587	none	6/29/2023 12:56 PM
588	senior pts	6/29/2023 11:28 AM
589	None	6/29/2023 10:42 AM
590	None	6/29/2023 10:09 AM
591	NONE	6/29/2023 9:52 AM
592	Not good for working with young children	6/29/2023 9:06 AM
593	NA	6/28/2023 10:42 PM
594	none experienced	6/28/2023 10:39 PM
595	I have not experienced any barriers as of yet.	6/28/2023 10:13 PM
596	Impoverished individuals may not have access to a smart device to handle teams/zoom or have access to confidential space in multigenerational homes	6/28/2023 9:09 PM
597	I'm confused by this question. For me, there are no practice barriers to telehealth. I've been trained in it, I used HIPAA compliant technology and I only provide telehealth services to patients who are appropriate for it (not actively psychotic, can navigate the platform easily, etc.). If you're asking about practice barriers to telehealth in general, maybe some providers aren't trained in it, but I'm not sure.	6/28/2023 8:59 PM
598	Insurance companies mandating only certain telehealth services, instead of allowing providers to use their own HIPAA compliant telehealth platform.	6/28/2023 8:22 PM
599	Some neuropsychological assessment measures.	6/28/2023 6:23 PM
600	patients not having access to stable internet or private location to have a telehealth session	6/28/2023 4:45 PM
601	You miss out on twine non verbals and on the "felt sense" of the other	6/28/2023 4:40 PM
602	We just found out that for Native American clients being seen in our IHS/Tribal agency, some insurance will no longer pay for telehealth since the end of the pandemic.	6/28/2023 4:30 PM
603	I have not experienced barriers other than occasional clients preferring in-person sessions. I have been able to address safety issues by contacting services local to the patient when necessary.	6/28/2023 4:13 PM
604	For the vast majority of our referrals telehealth has no obstacles and to the contrary provides tx access to folks who otherwise would not have access. I have successfully administered testing via the hippa compliant telehealth platform my practice uses. There are pts for whom telehealth is contraindicated but this is discovered typically at intake and these folks are referred to in person tx. I train my staff in telehealth best practices if they don't come with that as part of their hx. Almost all of my new hires have extensive telehealth experience given the pandemic. My practice provides HIPPA compliant tech embedded in our EHR. This is widely available. Also, there are free platforms such as Doxy.me that make HIPPA video tech readily available.	6/28/2023 3:56 PM
605	Client without privacy at home.	6/28/2023 3:27 PM
606	prefer to see clients in person	6/28/2023 3:24 PM

607	In a society that is becoming increasingly interconnected, providing services to marginalized individuals under a state license rather than a national license is becoming an increasing problem. It is, in my opinion, significantly out of date. We need a national license.	6/28/2023 1:23 PM
608	Client access to broadband & adequate technology	6/28/2023 1:15 PM
609	Regulation limitations are confusing and conflicting, which I believe limits providers being comfortable with offering telehealth and also limits clients inquiring about services (eg. clients assuming they will have a treatment gap because we can't meet while they travel)	6/28/2023 12:30 PM
610	Na	6/28/2023 12:14 PM
611	There have been times when it has been difficult to conduct Telehealth sessions with a patient who is not particularly technologically savvy. There has only been one instance with one patient with whom I cannot conduct Telehealth due to this. The only other barrier to Telehealth I have observed is that connectivity can at times be an issue. For example, sometimes connectivity is such an issue when I have been using Sessions by Psychology Today, that I have had to switch platforms mid-session to Zoom.	6/28/2023 11:53 AM
612	adolescents	6/28/2023 11:42 AM
613	In my opinion, being in the same room with a client is more effective. This is especially true for initial assessments and getting to know a new client.	6/28/2023 11:15 AM
614	Many patients and I simply prefer to meet live. Telehealth option is terrific for those who are ill, can't get to the office due to time constraints that day, or who now live in another county but want to continue care.	6/28/2023 10:55 AM
615	Clients sometimes don't have privacy when meeting via telehealth which might interfere with speaking honestly. Clients can be more distracted and it can feel more difficult to establish a therapeutic alliance (therapy feels more connected in person).	6/28/2023 10:45 AM
616	Board of Psychology and APA creating unrealistic comparisons with the AMA HIPAA standards. With the possible exception of a few forensic or domestic violence cases, the majority of cases I deal with have minimal risk of being of interest to hackers. Electronic payment methods have removed the security risk from me even keeping credit card data. The hypothetical "hacker" might be a hysterical over reaction to an adolescent problem as well as a few motivated criminals. The motivated criminal is as capable of penetrating locked doors and land lines as they are computer systems. Instead of taking their information from computer techies on the potential of hacking, the APA should have a complete investigation of all methods available to motivated criminals. They might find the potential for hacking is greater for a criminal who purchases listening devices from a "Spy Store" or on eBay. They might find devices that enable an angry spouse to sit in their car and overhear every word of their spouses therapy. They might learn that the motivated criminal is not limited by encryption or expensive HIPAA approved closed circuit systems. My hope is that by getting a balanced understanding of the vulnerability of record data a more realistic approach to telehealth will result. I would like to see studies addressing how much safer data is per dollar using expensive equipment compared with the anonymity of releasing every telehealth method. Who knows? There might be a flood of hackers breaking into telehealth sessions asking "Is your refrigerator running?"	6/28/2023 9:45 AM
617	I do not know of any practice barriers.	6/28/2023 8:23 AM
618	All of the above, especially training. Working with children I no longer do	6/28/2023 8:16 AM
619	Changes within the system I work in terms of what type of form is approved at the time	6/28/2023 7:49 AM
620	Patient's Commitment	6/28/2023 2:19 AM
621	So far it has been working out for me. Telehealth allows me to see clients outside my county.	6/27/2023 10:56 PM
622	The in-person experience remains preferred way of providing service.	6/27/2023 10:27 PM
623	Lack of access to a good HIPPA compliant patient portal option.	6/27/2023 10:04 PM
624	Technical glitches	6/27/2023 9:25 PM
625	There are none. We know how to use telehealth, we have HIPPA compliant technology, and is appropriate with all clients unless they are not technical saavy enough to use telehealth (which is rare).	6/27/2023 9:10 PM

626	Telehealth is not appropriate for all clients; however, it's wonderful for many clients.	6/27/2023 8:47 PM
627	The politics of suggesting that the Covid epidemic is over. Someone dies every three minutes worldwide due to Covid as of today.	6/27/2023 8:44 PM
628	N/A	6/27/2023 8:24 PM
629	Receiving referrals from locations where clients typically prefer to meet in person.	6/27/2023 8:19 PM
630	I was able to pay for a Zoom plan that included a BAA. So, am compliant. Obviously, clients who can't use a computer very well had some problems. We worked them out. Some clients had to use phone telehealth because of technical inexperience, location, or illness. We had to pay attention to the additional codes to use in billing. But then that became automatic.	6/27/2023 7:58 PM
631	Enough supervisors qualified to train grad students and trainees overall, lack of resources for secure platforms for email, phone, and video by the practicum sites…	6/27/2023 6:39 PM
632	really none. I've done assessments, etc through telehealth.	6/27/2023 6:06 PM
633	1) Concerns issue may not pay 2) concern that some patients would benefit more from in person treatment - they should have both options whenever possible	6/27/2023 5:34 PM
634	These should have been boxes that allowed for multiple selections, not single-choice buttons; when we first had to start Telehealth services rapidly, all three were practice barriers that we had to overcome.	6/27/2023 5:30 PM
635	Client's inability to understand technology	6/27/2023 5:19 PM
636	tech	6/27/2023 5:16 PM
637	Difficult to work with young children	6/27/2023 5:07 PM
638	None	6/27/2023 4:49 PM
639	none	6/27/2023 4:19 PM
640	appropriateness, as listed in above answer, as well as lower level of connection due to patient distraction, lack of felt confidentiality due to variety of patient settings even with best practices, diminished interpersonal connection due to loss of true eye contact, physical proximity and body language cues	6/27/2023 4:19 PM
641	None	6/27/2023 4:05 PM
642	It is not as connected and does not feel as effective. Also, for group and couples work it is hard to have others interact over zoom	6/27/2023 3:54 PM
643	California's consistent refusal to join PsyPact is one of the barriers to telehealth (and to providing good quality care to those across state lines that need it).	6/27/2023 3:29 PM
644	Licensure in other states	6/27/2023 3:19 PM
645	Routine access to location-sharing info would be nice, but I'm unaware of any system that's implemented it. In one case with a client who was suicidal and not in the same city I'm located in, texting 911 proved useless. That should definitely be fixed. (The client is fine now, but no thanks to emergency services.)	6/27/2023 3:12 PM
646	few, if any	6/27/2023 2:42 PM
647	I have had no barriers with my pts	6/27/2023 2:41 PM
648	I believe that some clients opt for telehealth because of the convenience, but that they might actually benefit more from in-person sessions (due to the heightened emotional intensity; the possibilities for en vivo exposures; etc.).	6/27/2023 2:12 PM
649	HIPAA-compliant tech is easy to find, just sometimes confusing to set up - need a BAA and it can be pricy to pay for it.	6/27/2023 1:51 PM
650	clients cancel more often	6/27/2023 1:36 PM
651	None	6/27/2023 1:05 PM
652	n/a	6/27/2023 12:53 PM

653	none so far	6/27/2023 12:52 PM
654	none	6/27/2023 12:50 PM
655	N/A	6/27/2023 12:39 PM
656	In neuropsych evals, certain tests cannot be given, e.g., motor/sensory tests, or manipulation tests like Block Design. We use substitutes.	6/27/2023 12:33 PM
657	can't think of any	6/27/2023 12:30 PM
658	California not joining PSYC Pact is a huge concern when clients move. California needs to get on board!!!!	6/27/2023 12:21 PM
659	All of the above- won't let me check multiple	6/27/2023 11:52 AM
660	For my practice and clientele, I have not run into practice-related barriers in using telehealth. If anything, it has provided clients with an option that increases ease of session attendance and a sense of safety. The more acute the safety concerns, the less comfortable I would feel accepting a client in a telehealth format.	6/27/2023 11:33 AM
661	Lack of training in telehealth for practice, and appropriateness of telehealth for certain client populations	6/27/2023 11:26 AM
662	Licensure laws that prohibit cross-state practice and California's failure to join a state consortium (e.g. Psypact) to permit such practice.	6/27/2023 11:25 AM
663	Some clients prefer in-person. Some lack privacy at home.	6/27/2023 11:25 AM
664	I believe in tele health. Many patients prefer this method of therapy.	6/27/2023 11:22 AM
665	CA is not a part of psypact	6/27/2023 11:07 AM
666	NONE	6/27/2023 11:02 AM
667	Clients with limited access to technology	6/27/2023 11:01 AM
668	Proper assessment of major illness and behaviors	6/27/2023 10:58 AM
669	None	6/27/2023 10:57 AM
670	I am a licensed psychologist in TX and CA and I have a PsyPact license. I am physically located in TX and all of my in person work in in Texas, but in order to see clients who travel to or live in CA when they are not in school in TX, I had to reinstate my CA license. CA not participating in Psypact is a major challenge for clients who live/travel in multiple states.	6/27/2023 10:50 AM
671	lack of affordable Telehealth technology, and materials	6/27/2023 10:48 AM
672	None	6/27/2023 10:35 AM
673	People being scared of telehealth - mainly employeers. Also, employers are reluctant to hire out of california clinicians. I'm an expat.	6/27/2023 10:34 AM
674	Clients traveling	6/27/2023 10:32 AM
675	less than 10% of the time internet can cut in and out either for me as the provider or the patient which can be disruptive at times	6/27/2023 10:29 AM
676	None	6/27/2023 10:29 AM
677	N/A	6/27/2023 10:16 AM
678	I don't experience any barriers in the practice of telehealth. I can imagine that those practicing in areas with spotty internet would be challenged	6/27/2023 10:10 AM
679	My practice doesn't encounter any notable barriers	6/27/2023 10:02 AM
680	People traveling out of state	6/27/2023 9:47 AM
681	some internet connections by clients can be troublesome	6/27/2023 9:45 AM
682	None. I use telephone, very effective	6/27/2023 9:37 AM
683	Those who do not think it is as good as other forms of therapy	6/27/2023 9:28 AM

684	None	6/27/2023 9:27 AM
685	N/A	6/27/2023 9:25 AM
686	cosgt	6/27/2023 9:05 AM
687	Clients having session in the car or in public areas because it is convenient to have the session via video on their phone.	6/27/2023 9:00 AM
688	Ridiculous rules about inter-state practice and conflicting state laws. When an established client who is a resident where I have a license (which is both CA and NY) travels temporarily to another jurisdiction, it's impractical to the point of absurdity to make them take a break from therapy or find another therapist for their short stay elsewhere, or to make us get a temporary license where they are. We have the technology to provide continuous care to folks who travel a lot for their jobs. WHY are we creating such barriers to that?	6/27/2023 8:56 AM
689	when intakes get booked by triage, they do not have the time to think thru options such as - why book a video appointment with an elder that has no smart phone nor computer? Or a visually impaired patient?	6/27/2023 8:52 AM
690	patients resistant to requests to provide their location information and/or turn on their cameras, patients who conduct care while driving or (especially in group context) with others present/non-private setting	6/27/2023 8:47 AM
691	just testing	6/27/2023 8:44 AM
692	Corporate inertia and manged health care priorities	6/27/2023 8:38 AM
693	Telehealth alters and limits the therapeutic relationship.	6/27/2023 8:33 AM
694	Clients who live with multiple people sometimes have problems finding confidential space to access telehealth.	6/27/2023 8:23 AM
695	I'm finding telehealth, for me Zoom sessions, has been very effective snd my clients prefer this to driving in traffic and searching for parking at my office. I still do 1 day in office for those who do not have privacy in their home.	6/27/2023 8:11 AM
696	I have had no issues at all.	6/27/2023 8:04 AM
697	No barriers for the population I work with. Pleasantly surprised and my ability to empathize and connect very well through telehealth which was triggered by the covid pandemic.	6/27/2023 7:53 AM
698	none	6/27/2023 7:38 AM
699	Most clients are happy with telehealth. I have occasionally had new clients call who prefer in person.	6/27/2023 7:34 AM
700	The more HIPPA compliant the more costly.	6/27/2023 7:31 AM
701	None	6/27/2023 7:21 AM
702	Not being able to provide continuity of care of client crossed state lines unless get a temporary license	6/27/2023 6:51 AM
703	None in particular	6/27/2023 6:45 AM
704	None	6/27/2023 6:35 AM
705	insurance companies not completely embracing this type of service despite client requests to have this service available.	6/27/2023 6:29 AM
706	As housing in CA is becoming extremely high , I could provide services from another state where affordability is better , however, as I am not allowed to do that, for me, is not doable.	6/27/2023 5:37 AM
707	None	6/27/2023 5:21 AM
708	I would assume a barrier -- not for me -- is if a family is >30m away and it's a high risk situation.	6/27/2023 5:21 AM
709	inferior service to client due to lack of subtle physiological coregulation and social exposure effects of in-person meetings.	6/27/2023 5:19 AM

710	changes to insurance reimbursement for telehealth services	6/27/2023 4:53 AM
711	Expensive telehealth options (ex- Simple Practice EMR software is extra for telehealth component, bringing the monthly fee to 70 dollars or more	6/27/2023 4:40 AM
712	Clients having a private place to conduct session	6/27/2023 4:23 AM
713	Hard of hearing pts struggled with the audio, older pts struggled with setting it up, low ses didn't have access to reliable technology, if any.	6/27/2023 1:41 AM
714	Lack of ability to practice with clients traveling out of state clients via psypact	6/27/2023 1:14 AM
715	None. At this point, every therapist is familiar with and comfortable with telehealth.	6/27/2023 1:01 AM
716	Patients assuming they can login and conduct sessions in dangerous and inappropriate conditions (e.g., driving a car, at the gym, while working).	6/27/2023 12:11 AM
717	Inability to practice across state lines	6/26/2023 11:31 PM
718	Clients long n multiple states and needing on going care but state licensing barriers	6/26/2023 11:26 PM
719	Both lack of training (especially for therapy with kids); and appropriateness. Many rental offices still do not provide adequate Internet for multiple providers to do telehealth simultaneously. Survey would not let me select more than one answer	6/26/2023 11:12 PM
720	none	6/26/2023 11:11 PM
721	difficult for the cognitively impaired to participate.	6/26/2023 11:01 PM
722	mostly issues with internet connections - sound gets poor. Sometimes clients are challenged with finding a private place.	6/26/2023 11:00 PM
723	Sometimes telehealth just doesn't seem like the best fit for the kind of intense trauma work I do.	6/26/2023 10:50 PM
724	patients do not know how to access internet; patients prefer face to face	6/26/2023 10:42 PM
725	none	6/26/2023 10:40 PM
726	None	6/26/2023 10:35 PM
727	Financials	6/26/2023 10:29 PM
728	With clients who are a good distance and prefer telehealth it is important to meet them in person on occasion.	6/26/2023 10:29 PM
729	The essential quality of psychotherapy is relationship and relationship requires physical presence.	6/26/2023 10:28 PM
730	Clients having low comfort with technology and using teleheath platforms, clients internet issues	6/26/2023 10:18 PM
731	clients without access to technology	6/26/2023 10:06 PM
732	Older adults having challenges with technology	6/26/2023 10:05 PM
733	None. Telehealth has been great for me, even as a somatic and EMDR therapist	6/26/2023 9:52 PM
734	None	6/26/2023 9:47 PM
735	Sometimes privacy, especially with adolescents. I prefer to do EMDR in person, at least initially, though there are some effective techniques that allow for video sessions. I don't think I would be comfortable doing telehealth psychotherapy for someone who is actively suicidal.	6/26/2023 9:39 PM
736	i don't find many barriers to it. Possible lack of privacy for college students.	6/26/2023 9:38 PM
737	Cannot compare to the quality of in person therapy in terms of clinically satisfactory therapeutic working relationships and effective human connections	6/26/2023 9:37 PM
738	none	6/26/2023 9:25 PM
739	Other	6/26/2023 9:15 PM
740	None	6/26/2023 9:07 PM

741	Language could be a problem. I have had to use a translator several times.	6/26/2023 9:04 PM
742	The requirement that both patient and psychologist must physically be in California. Many folks have homes, family and business out of state.	6/26/2023 9:03 PM
743	With California choosing not to join psypact, continuity of care issues arise as clients move and travel around the US. This impacts telemental health treatment and ultimately acts as a barrier to care	6/26/2023 9:03 PM
744	Lower Medicare/government based fee for service payments for Telehealth, despite it being just as effective and complicated as in office services.	6/26/2023 8:53 PM
745	This is not specific to telehealth, but not being a psych pact state is a huge barrier. Not being able to see clients when they are out of state for short periods (e.g., 6 week internships) is unfortunately.	6/26/2023 8:46 PM
746	I have not had any issues- have multiple HIPPA compliant platforms I've used	6/26/2023 8:34 PM
747	There is so much telehealth now that clients equate it with something like a Dr. Phil show. More clients are becoming dissatisfied with the relational distance of telehealth, preferring to have a more genuine and rich in-person experience.	6/26/2023 8:34 PM
748	The move to telehealth is an unfortunate byproduct of the pandemic that will surely speed the colonization of the profession by exploitative tech interests that will undermine and dilute the sacredness of the work of real psychotherapists.	6/26/2023 8:33 PM
749	None	6/26/2023 8:30 PM
750	None	6/26/2023 8:26 PM
751	Patients prefer to come to the office	6/26/2023 8:08 PM
752	None	6/26/2023 8:00 PM
753	None	6/26/2023 7:56 PM
754	N/A	6/26/2023 7:55 PM
755	Being in the room with a person is a different psychological experience. there is no telehealth platform that can adequately compete with in person experience	6/26/2023 7:39 PM
756	Clients sometimes have difficulty navigating to telehealth sites.	6/26/2023 7:36 PM
757	Not being able to work across state lines when clients travel; often they still want the support, perhaps more so because they are with family.	6/26/2023 7:32 PM
758	Seems very unnatural. You can only see what the client wants you to see -- they choose their setting. My usual practice is a housecall practice, and I'm amazed how much pertinent observations I gather, which allows me to do a better job of helping my clients.	6/26/2023 7:31 PM
759	Some seniors are not comfortable with telehealth.	6/26/2023 7:19 PM
760	Organization supporting HIPAA concerns due to financial limitations or adequately training support staff on HIPAA compliant communications and services.	6/26/2023 7:19 PM
761	n/a	6/26/2023 7:18 PM
762	Too much can be missed when you don't see a client in person. Boundaries, verbal and physical cues, safety, confidentiality. I absolutely believe tele health is not in the best interest of many children/teens who already suffered because of the pandemic and social isolation.	6/26/2023 7:17 PM
763	One client had an old computer with a broken camera. She was too poor to get a new camera or new computer. We had telephone sessions on a landline.	6/26/2023 7:13 PM
764	Reimbursement rate for Medicare In 2024. If Medicare implements a facility reimbursement rate for telehealth from those in private practice, I will stop accepting new Medicare telehealth clients and reduce frequency of sessions over time for current clients.	6/26/2023 7:06 PM
765	It's been no problem to me,	6/26/2023 7:04 PM
766	None that I'm aware if	6/26/2023 7:00 PM

767	None	6/26/2023 6:51 PM
768	Difficulty maintaining attention with children. Difficulty modeling and doing ER/P for patients with ocd. Difficulty doing interoceptive exposure.	6/26/2023 6:51 PM
769	None	6/26/2023 6:47 PM
770	None	6/26/2023 6:44 PM
771	Organizational support, reimbursement, flexibility in scheduling	6/26/2023 6:43 PM
772	NA our organization has a great telehealth system and our pts love it	6/26/2023 6:41 PM
773	Telehealth across the state lines	6/26/2023 6:39 PM
774	Some of my elderly clients are not able to use computers but can accept phone calls	6/26/2023 6:37 PM
775	Senior citizens who don't have the equipment or the knowledge to use the equipment even if they could afford it.	6/26/2023 6:30 PM
776	Difficulty of therapeutic activities that might be interactive or "hands on" and difficult to do over video, client distractions/privacy	6/26/2023 6:29 PM
777	Nothing	6/26/2023 6:28 PM
778	Clients who are willing to use telehealth, not being proficient with hardware.	6/26/2023 6:27 PM
779	Older adults who have limited or no knowledge in technology or have no access to a computer or smartphone	6/26/2023 6:26 PM
780	California not being a part of PsyPact. This is a terrible disservice to both licensed psychologists in the state (CA being one of about 8 states that doesn't belong to PsyPact of have legislation in progress to do so) and a disservice to Californians	6/26/2023 6:25 PM
781	NONE	6/26/2023 6:19 PM
782	None that I am aware of	6/26/2023 6:17 PM
783	There have been no barriers. I see clients who prefer telehealth now. I spent 35 years in a traditional office setting.	6/26/2023 6:16 PM
784	Doesn't work well with client's with certain eating disorders.	6/26/2023 6:15 PM
785	None so far	6/26/2023 6:09 PM
786	If used when appropriately, none. Benefits: clients save on finances related to transportation, childcare, as well as a reduction in taking time off work.	6/26/2023 6:08 PM
787	None	6/26/2023 6:07 PM
788	None	6/26/2023 6:06 PM
789	Telehealth therapy is a very poor substitute for real face-to-face therapy.	6/26/2023 6:05 PM
790	I found telehealth more exhausting mentally and physically on the part of the psychologists.	6/26/2023 6:05 PM
791	Non	6/26/2023 6:04 PM
792	Psychological assessments	6/26/2023 5:56 PM
793	None	6/26/2023 5:56 PM
794	We are all trained now after covid. Sometimes it is difficult to walk the clients through the process and doxy drops mor calls than zoom, but zoom is not totally HIPAA compliment and require clients to down load app.	6/26/2023 5:56 PM
795	I provide psychotherapy by phone, audio only. It is working fine. For some clients it is occasional, due to their busy work schedule. For one client is is regular due to distance of my office to her workplace and her work schedule. Having the flexibility to do telephone therapy enables clienta in need to access services.	6/26/2023 5:52 PM
796	None	6/26/2023 5:49 PM
797	After over 3 years of providing 100% Telehealth psychological services in a large HMO setting,	6/26/2023 5:48 PM

the only barrier to Telehealth that I have encountered is recent desire of my HMO employer to offer more in-person visits ADMITTEDLY IN PART due to higher reimbursement rates (from Medicare and other entities) for in-person visits than for Telehealth appointments and group therapy sessions.

798	some clients don't use the internet effectively	6/26/2023 5:43 PM
799	I don't think telehealth is as good as in person.	6/26/2023 5:42 PM
800	NONE	6/26/2023 5:38 PM
801	I think telehealth has expanded accessibility for patients.	6/26/2023 5:33 PM
802	Some clients simply prefer in person sessions. Also, unable to offer hypnotherapy without in person sessions.	6/26/2023 5:31 PM
803	Way too much sitting.	6/26/2023 5:29 PM
804	None	6/26/2023 5:23 PM
805	It works great for me!	6/26/2023 5:18 PM
806	I personally find none. I use the HIPAA compliant zoom and psychology today platforms. I work for Teladoc and PATH.	6/26/2023 5:16 PM
807	None	6/26/2023 5:14 PM
808	Patient preference for in-person work.	6/26/2023 5:11 PM
809	I think teletherapy should include some face to face contact if possible	6/26/2023 5:09 PM
810	Effectiveness of EMDR telehealth protocols for some clients.	6/26/2023 5:05 PM
811	Healthcare plans will not accept me on their panel if I provide only telehealth, despite its demand by clients and importance to underserved populations	6/26/2023 5:01 PM
812	very easy for clients to be unengaged. Lacks intimacy.	6/26/2023 5:01 PM
813	Patients are not always aware of the conditions needed when doing telehealth health for confidentiality, etc., and providers have to educate clients about the use of telehealth regularly.	6/26/2023 5:01 PM
814	None	6/26/2023 5:00 PM
815	None	6/26/2023 5:00 PM
816	Talking over each other b/c pacing conversation can be different on video platform. Poor sound quality	6/26/2023 5:00 PM
817	Difficulty or inability to administer some assessments.	6/26/2023 4:58 PM
818	none	6/26/2023 4:55 PM
819	California is not psypact—when clients move the work is over	6/26/2023 4:55 PM
820	Lack of training, HIPAA compliant tech, educating clients. (Question should allow for more than one barrier)	6/26/2023 4:51 PM
821	Aside from the initial adjustment period, I haven't encountered any barriers.	6/26/2023 4:48 PM
822	none	6/26/2023 4:47 PM
823	All of the above could be a barrier, but in my experience, usually don't stop the use. Some clients have their mind set on physical contact, so they are not appropriate. Traditional psychological assessment obviously requires in person sessions, but more assessment is being enabled on line by companies like Pearson.So, the technology has improved a lot in the last 2-3 years, but as noted in the previous questions, improvement would still help. Clinicians wanting to use telehealth have to accept the need for HIPAA compliant methods.	6/26/2023 4:45 PM
824	I have had clients blossom under telehealth... it is the right medium for their therapy. For busy parents who are caregivers (to children or adults) telehealth provides consistency. However.... I worry about providing telehealth for PTSD because of the tendency of clients to dissociate and not being in the same room makes dissociation more of an issue. (So I did take some training on this to help me learn to reduce dissociation.... which has helped.)	6/26/2023 4:45 PM

825	Clients lacking private space for appointments	6/26/2023 4:43 PM
826	No barriers.	6/26/2023 4:42 PM
827	Some (less then 20%) prefer in person, but for the majority of my clients, telehealth is preferred and is irreplaceable in increasing access to care	6/26/2023 4:40 PM
828	None	6/26/2023 4:37 PM
829	All of the above. Limiting training especially around ethics, Clients not appropriate of inadequate ability to connect, information loss when providing telehealth	6/26/2023 4:34 PM
830	No major barriers so far	6/26/2023 4:25 PM
831	working with eating disorders (getting an accurate presentation as well as inability to do weights)	6/26/2023 4:23 PM
832	None	6/26/2023 4:20 PM
833	A small percentage of the clients who request an appointment are only interested in in-person sessions	6/26/2023 4:19 PM
834	I feel confident in my practice having done extensive training on best practices and how to ensure local safety plans are in place for each patient.	6/26/2023 4:18 PM
835	lack of real contact	6/26/2023 4:17 PM
836	Clients fail to have privacy in their homes at times, need to educate clients on privacy.	6/26/2023 4:17 PM
837	People not having good internet or who are so limited in mobility and technology comfort they only want to use a phone. I find I can be very effective using telehealth and it allows me to see people in remote areas who could not come in.	6/26/2023 4:10 PM
838	Clients from lower income homes do not always have the knowledge to use telehealth	6/26/2023 4:07 PM
839	None	6/26/2023 4:06 PM
840	Interstate issues and ensuring compliance	6/26/2023 4:04 PM
841	Technological literacy varies by age but I generally have no issues with telehealth in my practice.	6/26/2023 4:04 PM
842	None	6/26/2023 4:03 PM
843	No barriers	6/26/2023 4:03 PM
844	These 3 are important but with proper planning and training are not barriers	6/26/2023 4:01 PM
845	Understanding legalities	6/26/2023 4:00 PM
846	Clients get distracted or try to multitask during visits making for a less effective experience. Other clients should clinically be seen in person, and are not appropriate for telehealth.	6/26/2023 4:00 PM
847	Some pts are reluctant to download apps or intimidated by the technology.	6/26/2023 3:58 PM
848	Younger children have difficulty with digital interactions	6/26/2023 3:58 PM
849	none.	6/26/2023 3:57 PM
850	n/a	6/26/2023 3:56 PM
851	There are no practical barriers. I take care in gaining compliance and informing patients of their rights and risks.	6/26/2023 3:51 PM
852	having an office to use or a quiet space at home to use	6/26/2023 3:47 PM
853	none	6/26/2023 3:44 PM
854	None	6/26/2023 3:43 PM
855	Missing out on somatic ques of activation that cannot be seen on the screen (i.e., shaking feet or legs, hand wringing, tapping, etc.)	6/26/2023 3:43 PM
856	Computer access issues to older population but it does not happened often	6/26/2023 3:42 PM

857	We sometimes have difficulty getting people to complete consent forms and testing for the remote visits.	6/26/2023 3:42 PM
858	None.	6/26/2023 3:40 PM
859	It is a less embodied experience and therefore a less saturated experience of therapist and patient presence.	6/26/2023 3:40 PM
860	none	6/26/2023 3:39 PM
861	Patients' unfamiliarity with technology.	6/26/2023 3:39 PM
862	I think most barriers get easier with time and practice. I have received considerable training and have appropriate technology since onset of COVID. There are some issues in point #3 above where certain situations or populations would be less ideal for telehealth.	6/26/2023 3:39 PM
863	some patients cannot find the privacy within reach of wifi, to use telehealth.	6/26/2023 3:38 PM
864	Telehealth has been a huge asset to my clinical practice as a neuropsychologists. It allows me to have feedback appointments to discuss recommendations with the patient when transportation is restricted (e.g., cannot drive due to neurological condition, no car or means of transportation, no child care). It was helpful in providing equitable service to individuals of lower SES. The loss in reimbursement is severely detrimental to mental health of Californians.	6/26/2023 3:36 PM
865	In my opinion telehealth is not as beneficial as in person for most patients	6/26/2023 3:35 PM
866	It is the providers job to determine/assess if a patient is a good fit for telehealth. I see kids so certain ages I will not see under telehealth and will have to explain why to parent, enough though the parent may be persistent otherwise. Could be out of convenience for them but I may suggest alternating in-person sessions with child and telehealth with parent for parent training.	6/26/2023 3:35 PM
867	Scheduling and tech, lots can go wrong	6/26/2023 3:31 PM
868	trauma treatment protocols using touch	6/26/2023 3:31 PM
869	None	6/26/2023 3:30 PM
870	Some patients don't have reliable internet service, but the access to care far outways this as a barrier.	6/26/2023 3:30 PM
871	I had a therapy client who likely had deficit-syndrome schizophrenia who had difficulty with eye contact and who had feelings of paranoia about telehealth (required at beginning of pandemic), so he discharged. Other than that, most people have preferred telehealth, and participation has increased, particularly among those with depression or driving-related anxiety	6/26/2023 3:30 PM
872	Insurance not always compensating the same for telehealth be vs in person	6/26/2023 3:29 PM
873	No barriers	6/26/2023 3:28 PM
874	none that I have seen	6/26/2023 3:26 PM
875	I don't think telehealth works for certain clients, but you must use your clinical judgment.	6/26/2023 3:26 PM
876	NONE - if anything sometimes elderly population needs a little extra help to get up and running on telehealth and then they are usually very happy to have the flexibility - especially if they are a caregiver and cannot leave the home.	6/26/2023 3:26 PM
877	not all clients can afford or access good secure internet access and many need help to understand the technicality of the connection... it is not appropriate for every one	6/26/2023 3:23 PM
878	I have not encountered serious barriers	6/26/2023 3:19 PM
879	While all three above exist, all trainers point out that the shortcomings in all three areas. This is why I am undecided.	6/26/2023 3:18 PM
880	Lack of contracts to provide treatment to folks with Medi-Cal outside of the inpatient medical hospital setting - thus being unable to provide continued care for these patients	6/26/2023 3:17 PM
881	The question is not clear. What are the practice barriers I have, or the practice barriers in general? I obtained training in telehealth a couple of years prior to the pandemic to have more	6/26/2023 3:17 PM

flexibility in meeting clients' needs and to be able to do so in an ethical and effective manner. I have always utilized technology that allows for HIPAA compliance. I do think there are some clients who benefit more from in person services and I personally enjoy meeting with clients in person.

882	Insurance approval for telehealth	6/26/2023 3:16 PM
883	Hands on work such as emdr, play therapy, family therapy involving movement or sculpting; assessments	6/26/2023 3:15 PM
884	I do not believe there are practice barriers for talk therapy BUT there are barriers for certain therapy modalities and for completing certain aspects of comprehensive assessment.	6/26/2023 3:14 PM
885	None	6/26/2023 3:13 PM
886	Elders can't access technology	6/26/2023 3:12 PM
887	Some insurance companies requiring in person, institutions requiring providers be on site despite patients being at home.	6/26/2023 3:10 PM
888	All of the above to start. Additionnaly, I am a group practice owner and companies like BetterHealth, Path, GrowTherapy and Headway are killing my capacity to keep clinicians because of their often illegal and unethical practices. They report that they are NOT a group practice, that they don't take any fees or split fees with the clinicians, but they offer credentialling, EHR and billing services for free?? Most clinicians don't even realize the ethical conundrums they are walking into contracting with them.	6/26/2023 3:09 PM
889	none	6/26/2023 3:07 PM
890	none	6/26/2023 3:05 PM
891	Unpredictable glitches, interuptions	6/26/2023 3:05 PM
892	None	6/26/2023 3:03 PM
893	Both the 3rd bullet point (appropriateness for certain populations), but also unclear guidance on whether it's ok to continue providing telehealth when a patient travels out of state short-term (for a work trip or a vacation). And also certain modalities work better in-person, like EMDR	6/26/2023 3:03 PM
894	None	6/26/2023 3:01 PM
895	all of these	6/26/2023 3:01 PM
896	I am fine and pts seem to like it, avoiding traffic.	6/26/2023 3:01 PM
897	None	6/26/2023 3:00 PM
898	I don't find it as effective as in person, however it is a great resource if a client can't come in to the office in person.	6/26/2023 2:59 PM
899	Ease of making materials accessible for telehealth (measures, worksheets, protocols)	6/26/2023 2:59 PM
900	Inability to provide care across state lines disrupts continuity of care for clients who travel. Please join PsyPact and encourage your sister body, the BBS, to join interstate compacts for their licensees.	6/26/2023 2:56 PM
901	As a Gottman therapist, it is sometimes difficult to assess pulse/ox levels via telehealth. Also sometimes need to share screen to display intervention content, which can be tricky depending on the size of the client's screen.	6/26/2023 2:56 PM
902	None	6/26/2023 2:53 PM
903	lack of access to affordable high speed internet for clients	6/26/2023 2:51 PM
904	None	6/26/2023 2:50 PM
905	File transfers	6/26/2023 2:49 PM
906	I do not experience difficulties other than insurance limitations on sessions. Kaiser is a problem and does not provide enough adequate sessions for their patient's.	6/26/2023 2:49 PM
907	none	6/26/2023 2:48 PM

908	None	6/26/2023 2:47 PM
909	I don't see children with telehealth as it is too difficult to do play therapy.	6/26/2023 2:47 PM
910	It's important to still meet in person for the first session and intermittently afterwards.	6/26/2023 2:46 PM
911	Never having met clients in person places a barrier to intimacy for me.	6/26/2023 2:44 PM
912	None other than clients having poor or less than optimal internet or phone service.	6/26/2023 2:42 PM
913	None	6/26/2023 2:40 PM
914	Client refusing to display themselves fully on the camera because they did not want to see themselves on their screen (zoom dysphoria)	6/26/2023 2:40 PM
915	None	6/26/2023 2:39 PM
916	None	6/26/2023 2:37 PM
917	I do not see these as barriers. They just need to be resolved before embarking on telehealth therapy.	6/26/2023 2:35 PM
918	I prefer to conduct the majority of my practice in person, due to believing that it is the most effective way to practice psychotherapy. I think we lose a lot by doing telehealth. And I think a lot of clients are having trouble finding providers who are willing to see them in person, which is a shame. My impression is that many therapists are turning to telehealth because it is more convenient or easier for them, not necessarily because it is better for the clients.	6/26/2023 2:35 PM
919	Our company had Telehealth prior to Covid and streamed right into full telehealth for years afterwards; I do not think there are more barriers to telehealth than there are to coming into an office; in fact, for some who have mobility or time challenges, telehealth makes services easier to access. I even do EMDR which I thought would be hard over telehealth; there are differences, but it is still possible to do very effective EMDR therapy via telehealth.	6/26/2023 2:35 PM
920	Difficulty providing continuity of care for college kids or adults who travel across state lines.	6/26/2023 2:33 PM
921	It has been a positive exprience	6/26/2023 2:32 PM
922	none for my work	6/26/2023 2:31 PM
923	patient access to internet; preference for F2F	6/26/2023 2:30 PM
924	None, why are you fishing for more barriers?	6/26/2023 2:29 PM
925	I have not found any barriers, thankfully	6/26/2023 2:29 PM
926	None	6/26/2023 2:29 PM
927	Barriers to meeting a client's specific needs and providing accessible care. For example, having to explain how I become unlicensed if a client travels across state lines temporarily or permanently, when a client continues to need and benefit from telehealth care that was already being provided.	6/26/2023 2:29 PM
928	See Prior - the 5 senses body language communications	6/26/2023 2:28 PM
929	N/A	6/26/2023 2:24 PM
930	Beginning with Covid, we transitioned to telehealth seamlessly and quickly became aware of a significant increase in breadth, consistency, and efficacy of services I provided.	6/26/2023 2:24 PM
931	While research has shown that remote neuropsych testing yields similar results to in-person, traditional testing methods, it appears that for certain cases, (medical legal) remote testing is perceived to be "inadequate"	6/26/2023 2:24 PM
932	Privacy. Sometimes teenagers I am working with fear their parents are listening to their sessions.	6/26/2023 2:23 PM
933	So far telehealth has been very productive and successful.	6/26/2023 2:23 PM
934	No barriers	6/26/2023 2:23 PM
935	A few- appropriate to populations (I work with traumatic brain injury clients- some of whom don't do well with technology so an easy platform (browser based) or help to set up from family	6/26/2023 2:23 PM

member is needed. In talking with colleagues, many don't know about having a signed Business Associate Agreement with your platform provider. Some don't know about back up plans if technology fails during session... and others don't have an telehealth specific informed consent (I do, but have given guidance to those who don't).

936	Thus far, none.	6/26/2023 2:21 PM
937	Have not had any barriers due to the niche I am in	6/26/2023 2:21 PM
938	Confused by regulations.	6/26/2023 2:21 PM
939	none	6/26/2023 2:19 PM
940	It's simply not best practice no matter how much we want it to be.	6/26/2023 2:19 PM
941	All of the above	6/26/2023 2:19 PM
942	Private location to participate in telehealth	6/26/2023 2:17 PM
943	None	6/26/2023 2:16 PM
944	None	6/26/2023 2:13 PM
945	None	6/26/2023 2:13 PM
946	None	6/26/2023 2:11 PM
947	Elderly patients need more training in computer technology in order to participate with telehealth services	6/26/2023 2:09 PM
948	Lack of FREE HIPPA-compliant technology. I'm already paying for Zoom for other business purposes and hesitate to pay for another platform.	6/26/2023 2:09 PM
949	Patient's access to technology	6/26/2023 2:08 PM
950	Children don't do well with telehealth	6/26/2023 2:08 PM
951	I find no particular barriers with my client population, but I don't see kids.	6/26/2023 2:07 PM
952	Privacy for the patient	6/26/2023 2:07 PM
953	Zoom employees and zendesk employees lack or training in responding to immediate practitioner telehealth concerns is distrurbing.	6/26/2023 2:07 PM
954	None that I can identify.	6/26/2023 2:06 PM
955	Clients who travel, spend extended time out of state, etc. and having to research continually evolving policies about whether I am able to provide services when they are outside of CA	6/26/2023 2:04 PM
956	n/a	6/26/2023 2:04 PM
957	None	6/26/2023 2:03 PM
958	none	6/26/2023 2:02 PM
959	None	6/26/2023 2:02 PM
960	Don't do Psych evals or any testing theough telehealth. Nor do I see clients under 13 years.	6/26/2023 2:01 PM
961	nothing has been a problem so far	6/26/2023 2:00 PM
962	The client chooses not to show their face due to their poor hygiene or home environment.	6/26/2023 1:58 PM
963	All telehealth	6/26/2023 1:58 PM
964	Worries that insurance will not cover telehealth. Difficulty making clients understand how telehealth affects licensure regulations (e.g., they forget to tell me when they go out of state, they know that it's ridiculous that I can't see them). Feeling at the board and the state have not caught up with the technology and needs of patients	6/26/2023 1:58 PM
965	None	6/26/2023 1:57 PM
966	Some patients indicated that they were too nervous (autistic) or that a part of therapy was also need to get away from stressful home - i.e., telehealth not for them. (3 out of 50)	6/26/2023 1:57 PM

967	None	6/26/2023 1:57 PM
968	none... except when clients do not have email or internet	6/26/2023 1:55 PM
969	Some clients don't want to be "seen", concerns about their appearance. One is technologically challenged and cannot get online by herself - would have to involve husband and that wouldn't be a good idea. We have used the telephone but that is not as effective.	6/26/2023 1:55 PM
970	Clients not being aware they cannot be in a car driving. Otherwise I think telehealth has been great.	6/26/2023 1:54 PM
971	Some psychological tests/help with certain tests not appropriate	6/26/2023 1:54 PM
972	All clients have a choice if it meets their needs or not. If not, I refer out. Many prefer telephone therapy bc the free feel more free.	6/26/2023 1:52 PM
973	distractions in locations where clients access sessions	6/26/2023 1:52 PM
974	None	6/26/2023 1:51 PM
975	All of the above are barriers for some people and especially in some geographic regions where Internet connections are erratic. My work is primary consulting with behavioral health organizations and governmental entities, and I don't experience any major barriers to telehealth especially since COVID necessitated their widespread use.	6/26/2023 1:51 PM
976	Cannot easily practice across state lines.	6/26/2023 1:48 PM
977	Telehealth is not real psychotherapy. Face to face is how we were trained to practice	6/26/2023 1:48 PM
978	none	6/26/2023 1:46 PM
979	some clients do not respond well to telehealth sessions, the live connection in office is compromised	6/26/2023 1:46 PM
980	I'm not sure that I do really experience practice barriers, overall	6/26/2023 1:46 PM
981	Not exactly on topic, but the University where I teach is rigid about providing teaching over Zoom. In-person only, even when teachers and students prefer a hybrid approach.	6/26/2023 1:46 PM
982	Some clients prefer in-person sessions.	6/26/2023 1:46 PM
983	When conduct neuropsychological assessment on older adults the patients will often need the assistance of a family member to get set up including completeing online paperwork and getting connected to Zoom, etc .. Otherwise no barriers in fact most patients perfer telehealth...	6/26/2023 1:46 PM
984	CA not being part of Psypact has been and extraordinary barrier. Specifically when there are suitable clients in psypact states that would greatly benefit from services I provide.	6/26/2023 1:46 PM
985	California not having joined PsyPact.	6/26/2023 1:44 PM
986	I work with a variety of cases successfully, and I do trauma work. The only problem is when I am doing forensic work, and I need to know that the parent is not listening to an interview with the child.	6/26/2023 1:44 PM
987	Patient having access to technology if low income	6/26/2023 1:41 PM
988	none	6/26/2023 1:41 PM
989	I find it difficult with kids who already have attention issues. Also most kids do not want to be on telehealth because of their experience during covid.	6/26/2023 1:41 PM
990	none	6/26/2023 1:40 PM
991	None of these are barriers. Training is simple. There's plenty of HIPAA-compliant providers. There are some interventions I wouldn't do on telehealth, such as assessments. Otherwise the benefits far outweigh the barriers.	6/26/2023 1:40 PM
992	NA	6/26/2023 1:39 PM
993	None	6/26/2023 1:39 PM
994	poor reception. clients are distracted in the back ground.	6/26/2023 1:39 PM

995	Clinician fatigue, less effective connection with patients on video as opposed to in person	6/26/2023 1:38 PM
996	Patients are of course, in two dimensions and the reading of expressions a body language is somewhat limited.	6/26/2023 1:38 PM
997	Older clients have difficulty with computers, internet, and software. They are more amenable to use of audio-only phone services.	6/26/2023 1:38 PM
998	Have had more access and availability using telehealth than I ever have in the past.	6/26/2023 1:37 PM
999	Some patients prefer in-person therapy. Also, most therapy has advantages in person. For example, as a therapist I am looking at a client's entire body during in-person therapy, tracking breathing, foot movement, hand fidgeting, etc., which is inhibited during telehealth	6/26/2023 1:37 PM
1000	The fact that states, such as CA, have no intention to join interstate pacts that allow mental health professionals to provide telehealth to clients who travel a lot for work, live in another state for long periods of time (e.g. bi-coastal living) causes a lot of feelings of frustration, anxiety, and abandonment in clients. And it often disrupts the treatment progress for clients when clinicians are forced to put their therapy care on hold or forced to terminate completely while in another state.	6/26/2023 1:37 PM
1001	Telehealth has generally worked very well for an outpatient level of care. There are some clients who prefer in-person sessions who I then don't see.	6/26/2023 1:36 PM
1002	Health plans	6/26/2023 1:35 PM
1003	All of the above unfortunately	6/26/2023 1:35 PM
1004	Barriers are when California residents work online and may move to other states temporarily, often months, and I am restricted to provide services which most patients don't understand and are frustrated	6/26/2023 1:35 PM
1005	I am a part time San Francisco VA employee. I log in from Berkeley and lead one therapy group. The VA provides equipment for those who need it. Some of the veterans have trouble logging in or don't have proficiency. The VA provides lots of support, but it may not always be enough.	6/26/2023 1:35 PM
1006	I'm not sure what the practice barriers are to telehealth. Of course some client populations might not be appropriate for telehealth, but that is part of the initial screening process. I have not found any difficulty accessing training or HIPAA compliant technology.	6/26/2023 1:34 PM
1007	Not being able to see the whole person as you would in person means we might be missing some somatic signals	6/26/2023 1:33 PM
1008	There have been no barriers for me.	6/26/2023 1:33 PM
1009	I do not experience practice barriers to telehealth	6/26/2023 1:33 PM
1010	none	6/26/2023 1:32 PM
1011	It's harder connecting and staying engaged for both clients and clinicians when we are online. Zoom fatigue is also a challenge.	6/26/2023 1:32 PM
1012	None	6/26/2023 1:32 PM
1013	Not sure this counts as a barrier as you are requesting and I know this isn't a popular opinion but I have significant concerns about our professions ability to deliver as much quality of care online as we did in person and I'm not sure the general public knows how much of a difference there is in the two approaches. I am fully supportive of people having increased access to therapy--any is better than none, for sure. However, the demands placed on providers to deal with very difficult mental health issues online is enormous (I think clinicians will burn out faster on telehealth)--and doing so with the lack of non-verbals, ability to only see face (at best) rather than whole body, glitches at important moments, clients being distracted and interrupted, client lack of privacy which results in clients trying to do sessions from cars, closets, bathrooms, clients 'jumping' quickly from work or childcare duties to therapy sessions without time to process or absorb learning that is occurring in therapy, etc all seem to create difficulties far beyond what occurred in in-person sessions. I do think that telehealth works well for the 'worried well'--those who need some coaching or minor tune ups but for more significant issues (of which there are many), this form of treatment has significant concerns in my	6/26/2023 1:32 PM

opinion. I think there are clinical questions that are more difficult to work through online--like really 'knowing' if you have a connection with the client, working through and dealing with dangerous or suicidal clients, working with clients who have more trouble with verbal communication as telehealth demands clients to be more verbal in many ways, clinicians also need to be more verbal to communicate care and support (rather than leaning in, for example, in an in person session). We see many in person sessions at our group practice and we often get calls from clients who have said they have 'tried telehealth' but it didn't work for them. I'm interested in how we could make it work better for these people but I'm also concerned that perhaps we are trying to make something work for people online who really need to be seen in person--because that's where human connection can really be nurtured--through both verbal and non verbal connection.

1014	I mostly have experienced benefits	6/26/2023 1:31 PM
1015	Lack of resources to use video or a computer	6/26/2023 1:29 PM
1016	some accommodations are not granted for virtual assessment, even if the assessments themselves are fully valid and reliable for telehealth administration. This is particularly relevant for ADHD and pre-adoption evaluation, in my case. I also agree with the "appropriateness of telehealth for certain client populations" so I do not work with clients with eating disorders, and other such diagnoses that, ethically, one may not be able to assess as thoroughly virtually	6/26/2023 1:29 PM
1017	Difficult with younger kids!	6/26/2023 1:28 PM
1018	Telehealth is impersonal and not as effective as in person therapy.	6/26/2023 1:28 PM
1019	Loss of non-verbal behavior information except head and possibly shoulders.	6/26/2023 1:27 PM
1020	I haven't found many barriers	6/26/2023 1:27 PM
1021	No significant practical practice barriers. Obviously, there are some limitations to conducting sessions virtually, but that is more of a quality of care issue	6/26/2023 1:27 PM
1022	None	6/26/2023 1:26 PM
1023	I don't have any barriers myself, but all of those could be	6/26/2023 1:25 PM
1024	Potential lower reimbursement rates from insurance	6/26/2023 1:24 PM
1025	N/a	6/26/2023 1:24 PM
1026	telehealth provides access to people who do not. the limitation is that you have to help people set up the technology or guide them to get on the video. After setting up, 95% of my clients find it better than in-person meetings.	6/26/2023 1:24 PM
1027	I believe one connects better in person. Picking up nuance in feeling, communication and neurosis. But when needed tele health does a sufficient job	6/26/2023 1:23 PM
1028	None	6/26/2023 1:22 PM
1029	Just when patients are travelling and need support and laws prevent this or when I am travelling and a patient needs support and I can't provide it based on where I am located.	6/26/2023 1:22 PM
1030	Remote Forensic interviews in jails are not accessible due to firewall and internet barriers.	6/26/2023 1:21 PM
1031	NA. I've had excellent experience with telehealth.	6/26/2023 1:21 PM
1032	Both lack of training for older populations and appropriateness due to safety concerns.	6/26/2023 1:21 PM
1033	All of these are issues. It should not be used unless there is no other option and reimbursement should not be the same as in person.	6/26/2023 1:20 PM
1034	Lack of good technology knowledge on the part of the consumer, but it can be readily resolved.	6/26/2023 1:18 PM
1035	None	6/26/2023 1:17 PM
1036	None	6/26/2023 1:17 PM
1037	non	6/26/2023 1:17 PM
1038	Its accessibility to all client types	6/26/2023 1:17 PM

1039	Clients traveling and not understanding the rules between state lines. CA being a PsyPact state would be beneficial.	6/26/2023 1:17 PM
1040	None	6/26/2023 1:16 PM
1041	NONE	6/26/2023 1:16 PM
1042	Client and psychologist need strong stable wifi/internet connection	6/26/2023 1:16 PM
1043	Need for us to join the interstate reciprocity groups	6/26/2023 1:15 PM
1044	As I do some somatic interventions these are often best done in person. However I have become more creative in terms of doing it online over the past two years.	6/26/2023 1:15 PM
1045	none refer on if not willing to telehealth	6/26/2023 1:15 PM
1046	They lack the information and ability to utilize this platform. Employers should have the apps that they used in all languages.	6/26/2023 1:13 PM
1047	I'm not finding many. Except for the severely mentally ill where telehealth wouldn't be appropriate.	6/26/2023 1:13 PM
1048	client not have access to a private place with appropriate internet. sometimes telehealth acts as another layer of avoidance and it can be difficult to enhance exposure to emotional content that in person might be more confrontation.	6/26/2023 1:12 PM
1049	Na	6/26/2023 1:12 PM
1050	Inappropriate for children under age 8 for developmental reasons	6/26/2023 1:11 PM
1051	Couples therapy can be difficult when there are pulse oximeters to measure hear rate or other things like video tape sessions that you cannot do so easily/readily. I only work with adults for telehealth.	6/26/2023 1:11 PM
1052	California not being a PSYPACT state places barriers in terms of public safety entities recruiting job candidates from out of state. Candidates need pre-employment psychological evaluations to get hired on and therefore I can only evaluate such people if they are in California or another state for which I am licensed.	6/26/2023 1:11 PM
1053	Not being able to practice across state lines - huge barrier	6/26/2023 1:10 PM
1054	None	6/26/2023 1:10 PM
1055	None	6/26/2023 1:09 PM
1056	No, practice issues for telehealth.	6/26/2023 1:09 PM
1057	CA's consistent refusal to join PsyPact has been a significant barrier to telehealth and clients with marginalized identities getting access to culturally competent care.	6/26/2023 1:09 PM
1058	No barriers for me and my practice. Occasional technical issues as listed above. After troubleshooting, if I was not able to resolve the issue with the client (regarding broadband issue or Zoom)- we have been able to switch to a phone call to finish the session. It has been a great convenience for me and my clients. I have been able to provide services to clients outside of Los Angeles county.	6/26/2023 1:09 PM
1059	Billing - some client's don't want to use venmo, zelle, etc.	6/26/2023 1:08 PM
1060	It is important to establish clear agreements with clients as to expectations and confidentiality of sessions	6/26/2023 1:08 PM
1061	Full compliance with HIPAA technology is sometimes uncertain due to client's inability or limited motivation to clarify their security protections, beyond the provider's ability to ascertain. Some clients have safety concerns that render telehealth communications limited or impossible. Telehealth communications--especially phone-only--are often distant on a relational level to the extent that they are ineffective or even counterproductive, for example when the interpersonal distance is such that it reinforces some clients' sense of security in isolation.	6/26/2023 1:08 PM
1062	Very difficult to catch every nuance with couples therapy I try to do only in person for couples	6/26/2023 1:07 PM
1063	NA	6/26/2023 1:06 PM

1064	Insurance Coverage, client preference for in person	6/26/2023 1:06 PM
1065	FaceTime works the best but it's not HIPPA compliant	6/26/2023 1:06 PM
1066	There is no substitute for face to face contact. I did well on zoom, with some good work done, but it's better than nothing in most cases	6/26/2023 1:06 PM
1067	noe	6/26/2023 1:05 PM
1068	none	6/26/2023 1:05 PM
1069	None.	6/26/2023 1:05 PM
1070	None, my organization does a great job at minimizing barriers to telehealth and offers in person services for needed things like assessments and for Patients who want it.	6/26/2023 1:05 PM
1071	lack of clarity regarding rules and regulations when the patient or I are traveling. can I still provide services if they are visiting, say, Hawaii, and for how long?	6/26/2023 1:05 PM
1072	Mechanisms for Technology and HIPAA compliance is starting to grow with Telehealth. Trust Liability offers certification in Telehealth. It's important for it to be considered a viable and helpful means of service	6/26/2023 1:05 PM
1073	None	6/26/2023 1:04 PM
1074	Loss of in person intangibles like presence, limbic resonance, oxytocin	6/26/2023 1:04 PM
1075	Haven't found barriers	6/26/2023 1:04 PM
1076	some therapy approaches are difficult with telehealth, e.g., gestalt 'empty chair' work and family therapy	6/26/2023 1:04 PM
1077	I have found no barriers other than concerns that insurance will not pay for a much needed approach that telehealth has allowed for patients who cannot drive to office (age-related); sickness (their own or their children); or other issues. I find some patients move between in-office and telehealth based on illness of self or family member; contagiousness to me and others; car issues, etc. It has reduced missed sessions due to life events that pre-use of telehealth would have led to missed needed therapy.	6/26/2023 1:04 PM
1078	none	6/26/2023 1:04 PM
1079	None, possibly due to the population I work with, no issues with telehealth.	6/26/2023 1:03 PM
1080	those who are socially isolated and would benefit from personal contact	6/26/2023 1:03 PM
1081	N/a	6/26/2023 1:02 PM
1082	None	6/26/2023 1:02 PM
1083	None. This is an incredibly leading question. Not all candidates are ideal for telemedicine but not all candidates are perfect fit for the therapist either.	6/26/2023 1:02 PM
1084	A potential barrier is California's lack of participation in psypact, which would allow cross-state practice via telehealth. This would have helped me maintain continuity with patients who had to move--for job or school--to other states during treatment.	6/26/2023 1:02 PM
1085	cumbersome billing requirements and undependable EOB reports from UBH, Anthem and Medicare.	6/26/2023 1:02 PM
1086	The above can all be accounted for (e.g. specific trainings, HIPPAA compliant tech, assessment for contraindications, etc). However, California's decision not to be included in PSYPACT prevents patient care continuity in a more and more mobile culture.	6/26/2023 1:01 PM
1087	Initially, our system had to provide trainings and supports and also ensure providers were using county-issued devises and not personal devises for telehealth.	6/26/2023 1:01 PM
1088	Telehealth feels like "therapy light." As in, you can't go as deep due to many factors including distractions...the cat jumping on the client's lap. Interuptions from the client's kid or spouse...one client thought it would be OK to cook dinner while in therapy (um, no. please stop).	6/26/2023 1:01 PM
1089	The difficulty of conducting a tele health practice from home, the issue of finding an	6/26/2023 1:01 PM

appropriate isolated sound proof office space dedicated to therapeutic practice

1090	Working with patients while only being located within state.	6/26/2023 1:00 PM
1091	Lack of adequate software to conduct telehealth intake screening and ongoing monitoring.	6/26/2023 1:00 PM
1092	Not being part of Psypact	6/26/2023 12:59 PM
1093	Insurance companies make it extremely difficult for people to get reimbursed with telehealth	6/26/2023 12:59 PM
1094	Clients who are unable to use on-line platforms: unwilling to do so, don't have equipment, unreliable wifi, fears of failure, "too old to learn" (client's quote).	6/26/2023 12:59 PM
1095	These are not barriers I select clients that are appropriate of this type of care.	6/26/2023 12:59 PM
1096	Technical issues	6/26/2023 12:59 PM
1097	Overreaching restrictions from licensing boards - especially practice across state lines. Telehealth has made obvious the outdated, restrictive nature of state-by-state licensure. If we cared about access, all states would join Psypact	6/26/2023 12:59 PM
1098	Willingness of some settings (for example, courts requiring evaluations of low-income people on an out-patient basis) not being willing to provide the equipment /space to support low-income people I fulfilling the requirement.	6/26/2023 12:59 PM
1099	Having to get verbal consent for telehealth with each session. It is not a good way to have to start a session.	6/26/2023 12:58 PM
1100	None	6/26/2023 12:57 PM
1101	Lack of privacy for some clients, resulting in meeting with me while in their cars, public settings, etc.	6/26/2023 12:57 PM
1102	Research that shows that telehealth is as effective as in-person psychotherapy. It's outrageous to me that this assumption is made without evidence, as I don't believe the two are equal.	6/26/2023 12:57 PM
1103	Patient access, provider access, lack of guidance e.g. PSYPACT	6/26/2023 12:57 PM
1104	Isolation for the practitioner, lack of community	6/26/2023 12:57 PM
1105	Clients with safety concerns are not appropriate for telehealth.	6/26/2023 12:56 PM
1106	Lack of research/training in telehealth for specific populations/presenting concerns. Lack of interstate licensure agreements.	6/26/2023 12:56 PM
1107	initially lack of training, but then I received training	6/26/2023 12:56 PM
1108	Minimal	6/26/2023 12:55 PM
1109	None	6/26/2023 12:55 PM
1110	Possibly testing	6/26/2023 12:55 PM
1111	All of the above!	6/26/2023 12:55 PM
1112	None	6/26/2023 12:54 PM
1113	None	6/26/2023 12:54 PM
1114	None	6/26/2023 12:54 PM
1115	There have been no issues in this area	6/26/2023 12:54 PM
1116	lack of in person familiarity	6/26/2023 12:54 PM
1117	I have not noticed any barriers in my practice	6/26/2023 12:54 PM
1118	I see couples. Sometimes they aren't sitting close enough to each other to both be fully on camera... I ask them to move.	6/26/2023 12:54 PM
1119	Difficult with children	6/26/2023 12:54 PM
1120	None	6/26/2023 12:53 PM

1121	None	6/26/2023 12:53 PM
1122	Client space and privacy	6/26/2023 12:53 PM
1123	I think lack of HIPAA technology, appropriateness for clients, client's access to technology	6/26/2023 12:53 PM
1124	N/A	6/26/2023 12:53 PM
1125	None	6/26/2023 12:52 PM
1126	Patients requesting in person care but not enough to make it feasible to rent office space	6/26/2023 12:52 PM
1127	Primarily logistical concerns, such as ensuring that trained personnel are available to move the equipment from patient to patient	6/26/2023 12:52 PM
1128	California NOT participating in PsyPact, having to terminate or pause therapy if someone moves out of state, even temporarily, for reasons like taking care of a dying parent.	6/26/2023 12:52 PM
1129	Appropriateness for some clients and lack of ability to develop strong relationship with patients that is needed to do depth work. Lack of ability to perceive non-verbal communications over screen versus in person.	6/26/2023 12:52 PM
1130	none	6/26/2023 12:51 PM
1131	none	6/26/2023 12:51 PM
1132	None	6/26/2023 12:51 PM
1133	N/A	6/26/2023 12:51 PM
1134	I really struggle with the EHR of one of the telehealth companies that I work for.	6/26/2023 12:51 PM
1135	CA not honoring PSYPACT is my primary barrier.	6/26/2023 12:50 PM
1136	Fewer referrals. Competing with Big Therapy companies (BetterHelp, TalkSpace, etc)	6/26/2023 12:50 PM
1137	older adults have trouble with the technology	6/26/2023 12:50 PM
1138	None	6/26/2023 12:49 PM
1139	Telehealth has worked far better than I imagined. Patients prefer and even groups and family sessions run well and appear effective (preliminary research data support effectiveness of telehealth services). a main benefit is better attendance- improved continuity of care	6/26/2023 12:49 PM
1140	I work primarily with children and teens. Telehealth is often not preferred by this population after so much online learning during the pandemic.	6/26/2023 12:49 PM
1141	None, thus far, and we administer psychological evaluations.	6/26/2023 12:49 PM
1142	California not joining PsyPact is a big barrier to access, because sometimes people move to another state and want to retain access to their therapist, or want to do couples therapist with a long distance partner.	6/26/2023 12:49 PM
1143	increasing distance from patients.	6/26/2023 12:48 PM
1144	None	6/26/2023 12:48 PM
1145	Many clinicians do not have the level of sophistication with the technology to use it responsibly.	6/26/2023 12:48 PM
1146	Children and teens request in-person sessions for psychotherapy.	6/26/2023 12:48 PM
1147	None	6/26/2023 12:47 PM
1148	privacy for client	6/26/2023 12:47 PM
1149	NA	6/26/2023 12:47 PM
1150	Therapeutic alliance	6/26/2023 12:47 PM
1151	Older population 85 plus at times struggle with internet platforms and prefer phone.	6/26/2023 12:47 PM
1152	None	6/26/2023 12:47 PM

1153	See above	6/26/2023 12:47 PM
1154	None	6/26/2023 12:47 PM
1155	None for my area of practice	6/26/2023 12:47 PM
1156	facetime is not hipaa compliant, but many or my lower educated, poorer clients do not have the technology or access to do zoom	6/26/2023 12:47 PM
1157	Lack of privacy for clients living with family members.	6/26/2023 12:47 PM
1158	Elderly populations sometimes struggle with the technological aspects. Privacy for the patient in their home is sometimes an issue.	6/26/2023 12:47 PM
1159	none	6/26/2023 12:46 PM
1160	I don't want to. I am a neuropsychologist and I can't do a good job via telehealth. I need to see the person face to face.	6/26/2023 12:46 PM
1161	None.	6/26/2023 12:46 PM
1162	N/a	6/26/2023 12:46 PM
1163	for cognitive testing it can be difficult to use telemedicine to see patients with hearing difficulties and those who need an interpreter	6/26/2023 12:46 PM
1164	lack of training of cognitive/neuro tests in telehealth format	6/26/2023 12:46 PM
1165	Lack of trans-state credentialing.	6/26/2023 12:46 PM
1166	None	6/26/2023 12:45 PM
1167	There is no provision for those not licensed.	6/26/2023 12:45 PM
1168	Person not comfortable and wanting in-person	6/26/2023 12:45 PM
1169	None	6/26/2023 12:44 PM

Q7 What are the financial barriers to telehealth?

Answered: 3,421   Skipped: 1,025

ANSWER CHOICES	RESPONSES	
Insurance reimbursement	21.78%	745
Client ability to pay out of pocket expense	13.10%	448
Medi-Cal/Medicare reimbursement	4.94%	169
Technology costs	18.65%	638
Other, please explain	41.54%	1,421
TOTAL		3,421

#	OTHER, PLEASE EXPLAIN	DATE
1	N/a	7/24/2023 8:08 AM
2	None of the above applies to me; I'm accruing hours at present without being compensated monetarily	7/24/2023 8:08 AM
3	I would say "Client ability to pay out of pocket" but I do not think this financial barrier is specific to telehealth but in general when it comes to MH treatment.	7/24/2023 7:18 AM
4	none so far	7/23/2023 7:40 PM
5	None. I learned how to use Venmo	7/22/2023 10:25 PM
6	none	7/22/2023 5:37 PM
7	Our services are covered by college student service fees so we don't face these barriers	7/22/2023 4:55 PM
8	n/a	7/22/2023 3:13 PM
9	None really	7/22/2023 11:30 AM
10	None as the benefits of using Telehealth overcome any financial barriers for both myself and	7/22/2023 6:53 AM

	my clients	
11	None	7/22/2023 3:00 AM
12	Medi-cal reimburses these claims and even patients with very low income tend to have cell phones, which allows for easy access.	7/21/2023 3:25 PM
13	none	7/21/2023 1:28 PM
14	No financial barriers I've experienced. In fact, improves finances by extending my reach beyond me immediate locale.	7/21/2023 12:05 PM
15	Phone telehealth allows me to provide services in situations where there is a lack of privacy . It allows for more immediate responses as well	7/21/2023 12:00 PM
16	None	7/21/2023 6:54 AM
17	None - telehealth creates more access and less financial barriers	7/21/2023 3:57 AM
18	none	7/20/2023 3:27 PM
19	unsure - I work at a community mental health agency funded by Medi-Cal/Medicare reimbursement and I do not think rates for telehealth vs face-to-face has impacted our capacity to see clients.	7/20/2023 3:18 PM
20	I am unaware of any.	7/20/2023 2:17 PM
21	none	7/20/2023 1:37 PM
22	So far, insurance reimbursement is equivalent for telehealth vs in office care. If that changes, and there is a difference, then insurance reimbursement could be a problem.	7/20/2023 1:18 PM
23	N/A	7/20/2023 10:01 AM
24	Client internet speed	7/20/2023 9:09 AM
25	none	7/20/2023 8:39 AM
26	None	7/19/2023 10:24 PM
27	None	7/19/2023 9:35 PM
28	none	7/19/2023 6:43 PM
29	n/a	7/19/2023 3:52 PM
30	The barriers are not financial	7/19/2023 2:13 PM
31	None. Insurance reimburses, my company handles tech costs, and medi reimburses.	7/19/2023 2:06 PM
32	None	7/19/2023 1:09 PM
33	none	7/19/2023 11:00 AM
34	uncertainty/lack of clarity with insurance through pandemic about waivers and telehealth coverage - uncertainty/lack of clarity about the future plans for telehealth coverage	7/19/2023 10:40 AM
35	Some clients may not have a computer to use for sessions via Zoom and use their phones.	7/19/2023 9:19 AM
36	None	7/19/2023 7:55 AM
37	None	7/19/2023 7:29 AM
38	None	7/19/2023 6:55 AM
39	None in my area of work.	7/19/2023 2:52 AM
40	Hippa compliant platform has a fee as does using credit card for payment	7/19/2023 12:12 AM
41	None	7/18/2023 10:37 PM
42	None	7/18/2023 10:25 PM
43	None for me	7/18/2023 8:52 PM

44	none	7/18/2023 8:00 PM
45	None, I am a contractor with the Navy so there are no insurance issues.	7/18/2023 5:02 PM
46	So far, this has not been a problem.	7/18/2023 4:29 PM
47	some clients do not have access to computer or appropriate smart phone	7/18/2023 3:24 PM
48	None	7/18/2023 1:12 PM
49	None	7/18/2023 12:44 PM
50	Lower income clients, lower educational level, clients without adequate computer skills, or lack of computer equipment can hinder access to telehealth sessions.	7/18/2023 12:43 PM
51	tech costs, cannot do insurance as small private practice, too burdensome, cost of software, clients thus not willing to pay out of pocket, limits access both ways	7/18/2023 11:58 AM
52	No financial barriers at this time	7/18/2023 11:55 AM
53	None. As of now, all of my insurance networks accept telehealth just the same. I do not accept MediCal so I don't know about that.	7/18/2023 11:46 AM
54	none	7/18/2023 10:49 AM
55	I don't know of any financial barriers with the patients I see.	7/18/2023 10:21 AM
56	Technology costs, time spent maintaining secure network. Also, I am much more mentally fatigued after doing telehealth. This leads to eye strain (where I can't see properly after a few hours) and headaches. Consequently, I had to cut back in my patient hours and this has affected my income. I also bc of the strain on my vision, concentration, and headaches, I have fallen very much behind on my other computer related admin tasks for my private practice like insurance billing, financial record keeping, etc. This has lead to insurance denials and the need for me to file appeals for payment, which of course takes time that I am not compensated for	7/18/2023 10:06 AM
57	none	7/18/2023 10:04 AM
58	None	7/18/2023 9:59 AM
59	none currently in my practice	7/18/2023 9:58 AM
60	keeping up with industry regulations and best practices takes time	7/18/2023 9:51 AM
61	It is most cost effective than in person in my experience. Saves client gas and me rent	7/18/2023 9:23 AM
62	None	7/18/2023 9:09 AM
63	No problems thus far	7/18/2023 9:07 AM
64	1, 2, and 3 above	7/18/2023 9:05 AM
65	none for my practice	7/18/2023 8:27 AM
66	N/A	7/18/2023 7:57 AM
67	none	7/18/2023 7:02 AM
68	I cannot think of many I utilize Pay Pal for co payment prior to each session	7/18/2023 3:39 AM
69	No noticeable financial differences from face to face contact, except telehealth can reduce expenses of high cost office leases and related set up of private practice vs working from a confidential space in a home office. The home office also can support practitioner self care practices.	7/18/2023 2:59 AM
70	None	7/18/2023 12:09 AM
71	It's actually improved accessibility as clients can more easily find an hour to meet when they don't have to drive and park	7/17/2023 11:31 PM
72	I have not yet experienced any financial barriers	7/17/2023 10:07 PM
73	Insurer reluctance	7/17/2023 9:47 PM
74	None	7/17/2023 9:26 PM

75	As long as coverage mandated during COVID continues, there will be no barrier.	7/17/2023 9:18 PM
76	Mone	7/17/2023 9:07 PM
77	most insurance has paid for either office or telehealth and that would be the only barrier if some insurance does not pay	7/17/2023 8:45 PM
78	None	7/17/2023 8:21 PM
79	Distant-type treatment has not been considered for the treatment modality provided at this Practice.	7/17/2023 8:05 PM
80	i am not reimbursed by client directly	7/17/2023 8:05 PM
81	None	7/17/2023 8:01 PM
82	No significant issues	7/17/2023 7:54 PM
83	None	7/17/2023 7:53 PM
84	None that I experience.	7/17/2023 7:41 PM
85	None observed	7/17/2023 7:31 PM
86	none	7/17/2023 7:30 PM
87	Most of my clients pay per session and receive and invoice to submit to insurance. I don't see many medical clients so I have helped clients get reimbursed as much as possible.	7/17/2023 7:25 PM
88	Patients love telehealth. L ess driving time and ofen will Tell me that they can tell me things that would find more difficult if they were seeing me in person	7/17/2023 7:17 PM
89	State's lack of funding for DSH patients to utilize telehealth	7/17/2023 6:58 PM
90	None that I have experienced.	7/17/2023 6:45 PM
91	None	7/17/2023 6:32 PM
92	I don't take insurance. My clients are self-pay so I don't have reimbursement issues.	7/17/2023 6:32 PM
93	None for me my employers handles billing	7/17/2023 6:23 PM
94	None	7/17/2023 6:15 PM
95	None	7/17/2023 6:04 PM
96	Some insurance companies have reduced payment for telehealth sessions.	7/17/2023 5:41 PM
97	None for our clientele	7/17/2023 5:36 PM
98	Nothing different from regular private practice	7/17/2023 5:31 PM
99	None	7/17/2023 5:28 PM
100	can't think of any at the moment	7/17/2023 5:26 PM
101	none	7/17/2023 5:25 PM
102	na	7/17/2023 4:57 PM
103	none	7/17/2023 4:55 PM
104	None	7/17/2023 4:45 PM
105	None	7/17/2023 4:32 PM
106	At the current time, I accept clients from Kaiser Permanente only and assess if they are appropriate for Telehealth. Some clients without insurance pay me out of pocket.	7/17/2023 4:12 PM
107	all of the above	7/17/2023 4:03 PM
108	None	7/17/2023 3:52 PM
109	None. My clients love it	7/17/2023 3:51 PM

110	none really	7/17/2023 3:38 PM
111	None	7/17/2023 3:34 PM
112	I have not encountered any in my practice.	7/17/2023 3:26 PM
113	non	7/17/2023 3:20 PM
114	none. Seems very financially lucrative at the cost of standard of care	7/17/2023 3:06 PM
115	I was working for Kaiser .	7/17/2023 3:06 PM
116	Should be reimbursed at the same rate as for in person services while understanding that not all services are appropriate for telehealth	7/17/2023 3:02 PM
117	licensing issues with patients traveling out of state - more mobility of population	7/17/2023 2:56 PM
118	none	7/17/2023 2:48 PM
119	Within the VA, I do not encounter these thankfully. But we do have a cumbersome system of setting up special "clinics" for telehealth visits in the scheduling system, which is unnecessarily complicated and annoying.	7/17/2023 2:48 PM
120	None for me	7/17/2023 2:46 PM
121	None	7/17/2023 2:45 PM
122	I see no real barriers	7/17/2023 2:37 PM
123	none	7/17/2023 2:25 PM
124	None	7/17/2023 2:24 PM
125	Insurance companies have been notoriously awful at assisting with out of network reimbursement for clients. They seem to make it a practice to deny superbills with all relevant information (e.g. CPT codes, diagnosis, NPI #, tax ID, dates, location codes)	7/17/2023 2:21 PM
126	None	7/17/2023 2:21 PM
127	N/A, paid by state funds.	7/17/2023 2:20 PM
128	None	7/17/2023 2:15 PM
129	None	7/17/2023 2:12 PM
130	I wanted to click on insurance reimbursement, but I wanted to elaborate a bit. Currently, and since Covid hit, insurance has covered telehealth treatment. But, if they decide to no longer cover it, that would certainly be a very large barrier for many of my clients.	7/17/2023 2:12 PM
131	All of the above.	7/17/2023 2:10 PM
132	none	7/17/2023 2:01 PM
133	It is unfortunate that telehealth is reimbursing at a lower rate. For our office, we provide in person and telehealth, so we have the same business costs as a traditional practice model.	7/17/2023 1:53 PM
134	None	7/17/2023 1:49 PM
135	not sure as I did not bill as telehealth during pandemic.	7/17/2023 1:29 PM
136	None	7/17/2023 1:28 PM
137	if want other hipaa compliant technology other than zoom or google suite	7/17/2023 1:27 PM
138	None	7/17/2023 1:25 PM
139	None	7/17/2023 1:21 PM
140	Not seeing a drawback here financially. I don't do my own billing so not certain.	7/17/2023 1:12 PM
141	Currently, only insurance reimbursement is a problem (Medicare). But if the rates decrease, especially with a change in the Place of Service, it'll be a BIG problem!	7/17/2023 1:09 PM
142	Affording a home with enough space to conduct telehealth sessions from a private office	7/17/2023 1:08 PM

143	None	7/17/2023 1:07 PM
144	None	7/17/2023 1:06 PM
145	None	7/17/2023 12:59 PM
146	None.	7/17/2023 12:58 PM
147	Unknown	7/17/2023 12:57 PM
148	I've found telehealth to be more accessible because a client does not need a car, gas, or to pay for parking. In LA traffic is awful so it also reduces time constraints	7/17/2023 12:57 PM
149	None	7/17/2023 12:57 PM
150	None	7/17/2023 12:56 PM
151	All of the above could be true for one or another particular patient. However, I have not encountered many significant problems and most of the patients I see are positive about the telehealth encounters.	7/17/2023 12:50 PM
152	no barriers	7/17/2023 12:45 PM
153	Insurance too	7/17/2023 12:33 PM
154	Na	7/17/2023 12:32 PM
155	You have to follow up that they paid through paypal or whatever. But you have to do this with in person people also, if they want to pay that way.	7/17/2023 12:31 PM
156	None	7/17/2023 12:29 PM
157	N/A	7/17/2023 12:28 PM
158	none	7/17/2023 12:28 PM
159	Collecting from out of pocket clients	7/17/2023 12:25 PM
160	None	7/17/2023 12:25 PM
161	All of the above	7/17/2023 12:23 PM
162	No barriers	7/17/2023 12:22 PM
163	Worry that insurance will stop covering telehealth which will lead to decreased accessibility for clients	7/17/2023 12:21 PM
164	it's easy for clients to forget to pay	7/17/2023 12:18 PM
165	Insurance reimbursement is an issue and most individuals cannot afford to pay out of pocket. Also this limits people who don't have means for internet and tech decives.	7/17/2023 12:17 PM
166	Costs to potential clients for tech access	7/17/2023 12:16 PM
167	Some insurance will not pay out of state coverage for providers who are licensed in that state but their private practice is in a different state.	7/17/2023 12:16 PM
168	Not accessing patients insurance	7/17/2023 12:13 PM
169	None	7/17/2023 12:13 PM
170	nothing as of now	7/17/2023 12:12 PM
171	patients having a computer with a camera	7/17/2023 12:07 PM
172	None reported	7/17/2023 12:04 PM
173	None	7/17/2023 12:04 PM
174	None	7/17/2023 12:03 PM
175	There are none.	7/17/2023 12:03 PM
176	n/a	7/17/2023 12:02 PM

177	none	7/17/2023 12:02 PM
178	n/A	7/17/2023 12:02 PM
179	None perceived - working at HMO	7/17/2023 11:58 AM
180	none	7/17/2023 11:57 AM
181	None. It decreases the overhead cost overall.	7/17/2023 11:57 AM
182	None	7/17/2023 11:56 AM
183	I have not experienced financial barriers	7/17/2023 11:54 AM
184	none uniques to telehealth	7/17/2023 11:54 AM
185	None	7/17/2023 11:53 AM
186	N/A	7/17/2023 11:50 AM
187	None	7/17/2023 11:50 AM
188	none	7/17/2023 11:45 AM
189	some insurances, Anthem, pay less per session since the pandemic and telehealth	7/17/2023 11:45 AM
190	None. The insurance plans that am a provider for cover it.	7/17/2023 11:44 AM
191	patient resistance	7/17/2023 11:44 AM
192	None	7/17/2023 11:42 AM
193	None	7/17/2023 11:37 AM
194	None	7/17/2023 11:32 AM
195	None at this time. I have heard Medicare and other providers may stop paying in the future.	7/17/2023 11:32 AM
196	I don't think there are any financial barriers.	7/17/2023 11:30 AM
197	none that I'm aware of	7/17/2023 11:30 AM
198	can patient afford computer and where can they get private internet access	7/17/2023 11:30 AM
199	None	7/17/2023 11:29 AM
200	None	7/17/2023 11:29 AM
201	NA	7/17/2023 11:28 AM
202	n/a	7/17/2023 11:27 AM
203	none that I am aware of	7/17/2023 11:22 AM
204	Payment for telehealth platforms	7/17/2023 11:19 AM
205	none	7/17/2023 11:19 AM
206	Again, I have no intention of using it.	7/17/2023 11:18 AM
207	Nons	7/17/2023 11:17 AM
208	none	7/17/2023 11:17 AM
209	It's actually lower cost for all.	7/17/2023 11:15 AM
210	None	7/17/2023 11:15 AM
211	NA	7/17/2023 11:13 AM
212	Clients who feel challenged by using technology and who cannot afford good internet	7/17/2023 11:11 AM
213	None	7/17/2023 11:11 AM
214	None	7/17/2023 11:10 AM

215	None	7/17/2023 11:09 AM
216	None. Clients' insurance covers telehealth sessions.	7/17/2023 11:08 AM
217	NA	7/17/2023 11:08 AM
218	None	7/17/2023 11:07 AM
219	Lack of sufficient compensation by insurers. I'm exploring work with CA company for expanding my patient base throughout the state and will rely heavily on telehealth, but not if reimbursements are non-existant	7/17/2023 11:07 AM
220	None	7/17/2023 11:05 AM
221	none	7/17/2023 11:03 AM
222	None	7/17/2023 11:01 AM
223	None	7/17/2023 11:00 AM
224	None.	7/17/2023 11:00 AM
225	None	7/17/2023 11:00 AM
226	none	7/17/2023 10:59 AM
227	None	7/17/2023 10:57 AM
228	none	7/17/2023 10:56 AM
229	None	7/17/2023 10:56 AM
230	The Medical	7/17/2023 10:56 AM
231	I don't take insurance. I am not experiencing any barriers.	7/17/2023 10:55 AM
232	None	7/17/2023 10:55 AM
233	None	7/17/2023 10:55 AM
234	At this time insurance is not a barrier. However, it is my understanding that insurance companies are considering requiring regular in person sessions to augment Telehealth. This will be a barrier for homebound clients.	7/17/2023 10:55 AM
235	I don't know	7/17/2023 10:54 AM
236	none	7/17/2023 10:53 AM
237	none	7/17/2023 10:52 AM
238	None	7/17/2023 10:52 AM
239	None	7/17/2023 10:51 AM
240	None	7/17/2023 10:51 AM
241	None	7/17/2023 10:51 AM
242	I don't take insurance, so N/A	7/17/2023 10:50 AM
243	Harder to collect fees after sessions than when receiving a check meeting in person.	7/17/2023 10:50 AM
244	Less compensation	7/17/2023 10:49 AM
245	Same as in person barriers	7/17/2023 10:49 AM
246	All of the above	7/17/2023 10:49 AM
247	N/A	7/17/2023 10:48 AM
248	none	7/17/2023 10:47 AM
249	none	7/17/2023 10:46 AM
250	N/A	7/17/2023 10:46 AM

251	None	7/17/2023 10:45 AM
252	Client inability to have quality software on their end. We can do our best to provide quality on the professional end but clients may not be properly equipped or have faulty computers or phones.	7/17/2023 10:45 AM
253	None	7/17/2023 10:44 AM
254	NA	7/17/2023 10:44 AM
255	Financial barriers to telehealth are typically same as in person - financial.	7/17/2023 10:44 AM
256	The CA Board. As much of the country is joining the Psypact group, and making specialized therapy services available across state lines, CA seems to be uninterested which is severely hurting providers in the state. I have had clients in other states finding me online and wanting the specialized assessments we offer for ADHD, but I am unable to provide that.	7/17/2023 10:44 AM
257	I do not accept Medi-Cal/Medicare. I have for some time and do now provide some pro bono services for clients who might otherwise not be able to afford sessions. My clients pay out of pocket and I provide billing statements for insurance; however these companies vary greatly in their willingness to reimburse for telehealth.	7/17/2023 10:44 AM
258	For play therapy, we may need telehealth outposts, outfitted with toys and internet. It does not always work in home where there are competing demands for caregiver attention, poor internet, and low access to supplies. We also need this cost to be reimbursed.	7/17/2023 10:43 AM
259	None	7/17/2023 10:43 AM
260	None	7/17/2023 10:42 AM
261	none	7/17/2023 10:42 AM
262	Getting paid for services	7/17/2023 10:42 AM
263	none	7/17/2023 10:42 AM
264	N/a Kaiser still covers telehealth appts	7/17/2023 10:41 AM
265	i don't know	7/17/2023 10:40 AM
266	Unclear or changing direct or client reimbursement policies	7/17/2023 10:40 AM
267	How to collect co-pays, especially with the ones who have an account through their employment...fees for square, etc. are so high!	7/17/2023 10:40 AM
268	Almost all of my clients have coverage that equally covers telehealth and in-person. However, I do have one client that only has coverage for in-person sessions.	7/17/2023 10:39 AM
269	none.	7/17/2023 10:39 AM
270	none	7/17/2023 10:38 AM
271	Not a problem, usually get insurance company approval prior to appointment	7/17/2023 10:38 AM
272	I haven't found any of these to apply with my clients.	7/17/2023 10:37 AM
273	n/a	7/17/2023 10:37 AM
274	So far, no cost barriers have been an issue for clients. All have had access to computer, internet service, and cost-free software for telehealth meetings.	7/17/2023 10:37 AM
275	None	7/17/2023 10:36 AM
276	None	7/17/2023 10:36 AM
277	None that I have encountered.	7/17/2023 10:36 AM
278	I some instances, but not all, insurance reimbursement is a problem. Kaiser is a problem. But most PPO's will reimburse. I have to keep up with their requirements, though, and the patients need to advise me if they are not getting reimbursed since I am entirely fee for service.	7/17/2023 10:36 AM
279	Have not noticed any	7/17/2023 10:35 AM

280	none	7/17/2023 10:34 AM
281	None	7/17/2023 10:34 AM
282	None	7/17/2023 10:34 AM
283	elderly patients have difficulty, also easily distracted	7/17/2023 10:34 AM
284	None.	7/17/2023 10:33 AM
285	None	7/17/2023 10:32 AM
286	None	7/17/2023 10:32 AM
287	None reported.	7/17/2023 10:32 AM
288	N/A	7/17/2023 10:32 AM
289	None	7/17/2023 10:31 AM
290	None so far	7/17/2023 10:31 AM
291	none	7/17/2023 10:31 AM
292	None	7/17/2023 10:31 AM
293	None	7/17/2023 10:31 AM
294	none	7/17/2023 10:30 AM
295	None	7/17/2023 10:30 AM
296	Currently none, but I expect there to be issues if insurance stops reimbursing pschyotherapy conducted via telehealth	7/17/2023 10:30 AM
297	none	7/17/2023 10:29 AM
298	None	7/17/2023 10:29 AM
299	N/A	7/17/2023 10:29 AM
300	None	7/17/2023 10:28 AM
301	All of these	7/17/2023 10:28 AM
302	There are no financial barriers.	7/17/2023 9:45 AM
303	None	7/16/2023 11:58 AM
304	Cl access to technology	7/16/2023 8:00 AM
305	None	7/16/2023 7:39 AM
306	none, it is very cheap	7/15/2023 10:30 PM
307	none	7/15/2023 4:25 PM
308	None	7/15/2023 8:58 AM
309	I have not encountered specific barriers	7/15/2023 7:55 AM
310	None	7/14/2023 10:00 PM
311	None	7/14/2023 8:22 PM
312	These are also not that different from the steady increase in reimbursement issues in our profession.	7/14/2023 4:18 PM
313	Higher fees for more secure platform, etc, along with greater ease of use for the consumer, particularly as psychologist in private practice, which larger businesses generally afford. One solution might be to, as with purchasing insurance, have a group purchase option that lowers everyone's cost	7/14/2023 2:29 PM
314	None I do not do my billing	7/14/2023 1:22 PM

315	None	7/14/2023 10:54 AM
316	None	7/14/2023 10:50 AM
317	None	7/14/2023 8:50 AM
318	None. We offer free student college services. Barrier may be students access to confidential technology	7/13/2023 7:18 PM
319	none	7/13/2023 3:44 PM
320	none	7/13/2023 3:18 PM
321	None noted.	7/13/2023 2:53 PM
322	None. I experience telehealth as less expensive than a brick and mortar practice	7/13/2023 11:03 AM
323	None	7/13/2023 9:45 AM
324	So far, no real financial barriers. Yes, there are "costs of doing business" for technology, etc. But no real barriers as such.	7/13/2023 8:29 AM
325	currently there are no financial barriers that I can think of	7/12/2023 10:44 PM
326	I have experienced no financial barriers.	7/12/2023 6:19 PM
327	Unsure as I work for an agency who deals with all insurance issues.	7/12/2023 4:27 PM
328	None really. Some insurers wave the copayment making the service more appealing to clients.	7/12/2023 3:57 PM
329	None	7/12/2023 3:57 PM
330	None	7/12/2023 3:25 PM
331	All the above. Reimbursement, out of pocket expense, technology cost (though this one is less of an issue because good hardware can be purchased at a fairly reasonable price if one pays attention to sales) and internet can become expensive depending on carrier and where one lives.	7/12/2023 2:47 PM
332	None at the practices I've worked at. Some prefer this format over in-person sessions.	7/12/2023 2:17 PM
333	Telehealth restrictions pre-Covid were almost prohibitive. Covid opened up the door to telehealth proving the great effectiveness for most all my patients.	7/12/2023 1:43 PM
334	More on client end - lack of access to software, equipment, private space for sessions	7/12/2023 1:28 PM
335	None that I know of	7/12/2023 11:40 AM
336	Nothing experienced	7/12/2023 11:33 AM
337	None for our practice.	7/12/2023 10:43 AM
338	None	7/12/2023 10:27 AM
339	none	7/12/2023 10:07 AM
340	My company works outside of insurance/fee for service, so I am unaware of the financial barriers experienced in the larger population.	7/12/2023 9:30 AM
341	None	7/12/2023 8:54 AM
342	none	7/12/2023 7:16 AM
343	This has not been an issue in my practice.	7/12/2023 7:00 AM
344	None	7/12/2023 6:33 AM
345	none	7/12/2023 6:17 AM
346	None	7/12/2023 4:44 AM
347	none	7/11/2023 11:37 PM
348	I only treat MediCare clients. I do not want to contend with the	7/11/2023 10:25 PM

349	I bill the same	7/11/2023 10:21 PM
350	So far, so good.	7/11/2023 8:21 PM
351	None	7/11/2023 6:48 PM
352	None	7/11/2023 6:24 PM
353	none	7/11/2023 6:16 PM
354	Some insurance companies do not want to pay for telehealth services across state lines, even if it is in the best interest of the client.	7/11/2023 6:03 PM
355	None - telehealth makes aspects of practice much more affordable.	7/11/2023 5:12 PM
356	No financial barriers	7/11/2023 3:46 PM
357	I have yet to encounter this with assessments, but as I move into intervention I am concerned that there will be clients who do not have good hardware / wifi for their end of the connection	7/11/2023 2:34 PM
358	none	7/11/2023 2:24 PM
359	None	7/11/2023 1:02 PM
360	None. I do not take insurance.	7/11/2023 12:56 PM
361	none	7/11/2023 12:46 PM
362	Insurance reimbursement rates for in network providers are not sustainable for business costs in California.	7/11/2023 11:45 AM
363	none	7/11/2023 11:42 AM
364	Most people pay regularly, their fee or their copay. Some people need nudging more. Seeing them in person, those people would probably pay more regularly in sessions.	7/11/2023 11:14 AM
365	None for me	7/11/2023 10:53 AM
366	None	7/11/2023 10:09 AM
367	Clients prefer in-person therapy	7/11/2023 9:54 AM
368	I've found no difference between the financial arrangements I made when I conducted face-to-face interviews and those I make now doing telehealth interviews.	7/11/2023 9:39 AM
369	Currently Medi-Cal is paying. If we go to "must be seen in person every 6 months," this may become a barrier.	7/11/2023 9:31 AM
370	no financial barriers	7/11/2023 9:07 AM
371	None	7/11/2023 9:05 AM
372	For my clients, none	7/11/2023 8:59 AM
373	none	7/11/2023 8:56 AM
374	i havent experienced issues	7/11/2023 8:44 AM
375	None.	7/11/2023 8:40 AM
376	having private in home office space	7/11/2023 8:29 AM
377	N/A It is great	7/11/2023 8:19 AM
378	Increased demand on provider for structured billing sent remotely can result in delayed or forgotten payments compared to when client pays during in-person visit	7/11/2023 7:59 AM
379	None	7/11/2023 7:57 AM
380	none	7/11/2023 7:45 AM
381	None	7/11/2023 7:26 AM
382	None	7/11/2023 7:19 AM

383	N/A	7/11/2023 7:17 AM
384	N/ a	7/11/2023 7:09 AM
385	No significant barriers	7/11/2023 7:06 AM
386	unknown	7/11/2023 7:02 AM
387	There were not really financial barriers, except for the cost of the platform. In general, when we don't have to travel, we save on travel time and mileage payouts.	7/11/2023 5:53 AM
388	None	7/11/2023 5:50 AM
389	Nobe	7/11/2023 5:48 AM
390	None	7/11/2023 4:27 AM
391	None encountered	7/11/2023 4:11 AM
392	Medicare has been paying for telehealth but has started to insist on seeing patients once a month in person. Some patients cannot easily get to an office, this is a way of limiting Medicare patients access to therapy, which is not geared towards subscribers' needs but rather is geared towards cutting costs for insurance companies so they can reap higher profits.	7/11/2023 12:15 AM
393	None	7/10/2023 11:43 PM
394	I haven't encountered financial barriers.	7/10/2023 11:42 PM
395	None	7/10/2023 11:35 PM
396	None	7/10/2023 11:29 PM
397	not sure	7/10/2023 10:09 PM
398	None	7/10/2023 9:37 PM
399	None, it has saved me the overhead costs of being in a physical space and made it easier for my patients to access me across the county	7/10/2023 9:37 PM
400	all of the above. insurance reimbursement, client ability to pay out of pocket, and increased technology costs as it is a cost per service, not a one stop shop for everything.	7/10/2023 9:34 PM
401	None, currently	7/10/2023 9:18 PM
402	None	7/10/2023 9:08 PM
403	Tech has actually significantly reduced financial barriers for my clients	7/10/2023 8:46 PM
404	None of the above. Telehealth actually decreases financial barriers by cutting travel time, transportation and related expenses, and rent while expanding a licensed clinician's potential client base from local/county to statewide population. Telehealth also allows clinicians to be more flexible with scheduling, thereby decreasing lost income from cancellations.	7/10/2023 8:42 PM
405	None	7/10/2023 8:37 PM
406	NA	7/10/2023 8:36 PM
407	None	7/10/2023 8:27 PM
408	None really	7/10/2023 8:23 PM
409	None	7/10/2023 8:13 PM
410	I don't do it, so I don't know	7/10/2023 7:57 PM
411	If insurance was not reimbursing for the services, some clients would lose access because they could not afford full fee service	7/10/2023 7:55 PM
412	None	7/10/2023 7:46 PM
413	Payments via mail or Zelle	7/10/2023 7:38 PM
414	None	7/10/2023 7:35 PM

415	None	7/10/2023 7:35 PM
416	With a few minor/initial glitches that were worked out, none of the above have persisted.	7/10/2023 7:31 PM
417	Occasionally run into insurance reimbursement issues and have to waste uncompensated time with Medicare and managed care. But this also happens with non tele -health.	7/10/2023 7:29 PM
418	None	7/10/2023 7:25 PM
419	No comment.	7/10/2023 7:20 PM
420	None	7/10/2023 7:06 PM
421	None	7/10/2023 6:44 PM
422	I work for the VA	7/10/2023 6:40 PM
423	No barriers for me - I have an insurance based practice and I have had no insurance provider deny coverage for this modality.	7/10/2023 6:26 PM
424	None	7/10/2023 6:15 PM
425	none	7/10/2023 6:13 PM
426	The prevailing view is that insurance companies, including Medicare, are going to reimburse Telehealth services at a lower rate than they already do. This will severely impact the numbers of providers to individuals who need services via Telehealth.	7/10/2023 6:09 PM
427	None	7/10/2023 5:51 PM
428	None	7/10/2023 5:51 PM
429	None	7/10/2023 5:51 PM
430	None	7/10/2023 5:44 PM
431	Nine	7/10/2023 5:39 PM
432	Same as for in-person care	7/10/2023 5:38 PM
433	No major financial barriers	7/10/2023 5:27 PM
434	none	7/10/2023 5:18 PM
435	Hospital keeps threatening to not continue to support it	7/10/2023 5:17 PM
436	None	7/10/2023 4:54 PM
437	Possibly technology cost, but most people can even use a cell phone if needed.	7/10/2023 4:33 PM
438	Questions do not apply	7/10/2023 4:29 PM
439	None in my practice	7/10/2023 4:25 PM
440	Difficulty and/or reimbursed by certain insurances and non-Noridian Medicare	7/10/2023 4:23 PM
441	I don't know because I've never done ten telehealth sessions	7/10/2023 4:23 PM
442	None that apply to me, but would think that medi-cal/medicare reimbursement would be most problematic.	7/10/2023 4:19 PM
443	It's economical	7/10/2023 4:07 PM
444	none	7/10/2023 3:58 PM
445	None	7/10/2023 3:57 PM
446	Flaky telehealth companies with ridiculously complicated "templates" for registering patient visits. Also quesiness as a seasoned professional of 43 years in practice as to who is reading the so-called confidential notes I am forced to complete in same over developed templates. Do they have the right to make us share PHI on these templates when we have no idea who is reading them?	7/10/2023 3:52 PM
447	Some insurances are paying slightly less for virtual services vs. brick and mortar locations. I	7/10/2023 3:51 PM

strongly disagree since many providers still maintain both. In other words, our expenses remain the same or slightly more when maintaining two offices.

448	none	7/10/2023 3:46 PM
449	None	7/10/2023 3:42 PM
450	n/a	7/10/2023 3:39 PM
451	None this far	7/10/2023 3:39 PM
452	None	7/10/2023 3:38 PM
453	none	7/10/2023 3:33 PM
454	None	7/10/2023 3:30 PM
455	Currently this works but if the insurance companies stopped reimbursing for telehealth sessions this would be a significant barrier	7/10/2023 3:24 PM
456	None	7/10/2023 3:21 PM
457	None	7/10/2023 3:19 PM
458	None.	7/10/2023 3:04 PM
459	I see none that don't exist for office practice. Unfortunately, the reason is that insurance reimbursements are spare for both locations.	7/10/2023 2:59 PM
460	none	7/10/2023 2:58 PM
461	No real barriers, it's another expense and one needs to learn about the platform. I work with elders and some are not so keen on learning about technology.	7/10/2023 2:58 PM
462	Haven't had any problems	7/10/2023 2:57 PM
463	Not sure	7/10/2023 2:56 PM
464	It could be more financially reasonable for patients	7/10/2023 2:51 PM
465	none really	7/10/2023 2:49 PM
466	No issues	7/10/2023 2:48 PM
467	I don't experience any	7/10/2023 2:28 PM
468	None	7/10/2023 2:22 PM
469	No Barriers	7/10/2023 2:22 PM
470	Monthly fees for HIPAA compliant platform; making sure insurance companies will continue to reimburse tele-health therapy.	7/10/2023 2:14 PM
471	None	7/10/2023 2:08 PM
472	None I've encountered except for clients not having good internet connections for financial reasons.	7/10/2023 2:07 PM
473	none	7/10/2023 2:06 PM
474	I haven't had any reimbursement issues My billing service bills insurance or clients as indicated and I am rembursed	7/10/2023 2:06 PM
475	n/a	7/10/2023 2:05 PM
476	N/a. I work for a health care organization	7/10/2023 2:01 PM
477	N/A	7/10/2023 2:01 PM
478	None	7/10/2023 1:53 PM
479	None	7/10/2023 1:47 PM
480	Restricted practice due to question #6 reasons	7/10/2023 1:33 PM

481	none	7/10/2023 1:29 PM
482	I worked at a Federally Qualified Health Clinic. I don't know what the financial barriers are. i'm just a provider.	7/10/2023 1:27 PM
483	none	7/10/2023 1:24 PM
484	None	7/10/2023 1:18 PM
485	none, for me	7/10/2023 1:16 PM
486	None	7/10/2023 1:10 PM
487	I have not heard of any problems getting reimbursed for Medical or Medicare patients who are 99% of the people I work with.	7/10/2023 1:10 PM
488	I am only fee for service.	7/10/2023 1:08 PM
489	none	7/10/2023 1:07 PM
490	Same as private practice in person, if the client doesn't show you don't get paid	7/10/2023 1:07 PM
491	Unsure	7/10/2023 1:04 PM
492	None	7/10/2023 1:02 PM
493	none	7/10/2023 1:02 PM
494	none	7/10/2023 12:57 PM
495	minimal	7/10/2023 12:48 PM
496	None	7/10/2023 12:47 PM
497	I work directly for a company so payment comes from them.	7/10/2023 12:43 PM
498	None	7/10/2023 12:41 PM
499	None, management is now making in office or video enabled sessions a requirement	7/10/2023 12:40 PM
500	It does not work for clients who don't have access to the internet	7/10/2023 12:38 PM
501	none	7/10/2023 12:37 PM
502	Some EAPs are requiring in person availability for referrals	7/10/2023 12:35 PM
503	None	7/10/2023 12:34 PM
504	problems in how the internet serves some areas	7/10/2023 12:29 PM
505	None reported. I do not do billing.	7/10/2023 12:28 PM
506	None	7/10/2023 12:28 PM
507	Minimal so far, but unclear how this will change since the end of the crisis response to the pandemic	7/10/2023 12:28 PM
508	None	7/10/2023 12:26 PM
509	If any, having a client tested for substances.	7/10/2023 12:26 PM
510	none	7/10/2023 12:26 PM
511	I have clients whose insurance charges a higher copay for in-person and a lower one for telehealth--I think the copay should be consistent for any method of service.	7/10/2023 12:17 PM
512	none	7/10/2023 12:15 PM
513	None	7/10/2023 12:14 PM
514	None	7/10/2023 12:14 PM
515	none	7/10/2023 12:13 PM
516	None	7/10/2023 12:12 PM

517	none	7/10/2023 12:11 PM
518	none	7/10/2023 12:07 PM
519	n/a	7/10/2023 12:06 PM
520	I am a provider for Stanford University and use the internet for communication, but I'd rather talk on the phone or in person.	7/10/2023 12:05 PM
521	Finances are not a factor.	7/10/2023 12:03 PM
522	None	7/10/2023 12:00 PM
523	have not experienced this	7/10/2023 12:00 PM
524	None	7/10/2023 11:59 AM
525	None for me	7/10/2023 11:58 AM
526	none	7/10/2023 11:55 AM
527	None	7/10/2023 11:54 AM
528	Paying for monthly fees.	7/10/2023 11:51 AM
529	None	7/10/2023 11:48 AM
530	None	7/10/2023 11:45 AM
531	Now that the COVID emergence provisions have lifted, it is unclear if all insurance plans will continue to cover teletherapy and, if so, if they will pay less for these services as they did in the past.	7/10/2023 11:45 AM
532	none	7/10/2023 11:44 AM
533	N/A	7/10/2023 11:39 AM
534	None	7/10/2023 11:37 AM
535	Collecting from a contract company.	7/10/2023 11:37 AM
536	Some patients only want in person creating financial concerns	7/10/2023 11:37 AM
537	none for me	7/10/2023 11:34 AM
538	None	7/10/2023 11:34 AM
539	none	7/10/2023 11:32 AM
540	none	7/10/2023 11:30 AM
541	None	7/10/2023 11:28 AM
542	none	7/10/2023 11:27 AM
543	None	7/10/2023 11:26 AM
544	none	7/10/2023 11:25 AM
545	I'm not aware of what these would be.	7/10/2023 11:25 AM
546	none	7/10/2023 11:23 AM
547	None, I have found payment per Paypal, VNMO etc a breeze	7/10/2023 11:22 AM
548	I did not encounter significant financial barrier. If anything is clients preferred meeting on line to save commute time and gasoline experiences at times when the gas prices are high.	7/10/2023 11:22 AM
549	N/A	7/10/2023 11:20 AM
550	None	7/10/2023 11:19 AM
551	none	7/10/2023 11:18 AM
552	No financial barriers to provide quality tele-health psychotherapy. I work for Kaiser Permanente	7/10/2023 11:17 AM

and tele-health psychotherapy has been provided at no cost to the consumer (no copay for video or telephone appointments).

553	All of the above	7/10/2023 11:14 AM
554	For some patients all of the above but the additional technology coasts plus having to maintain an office does add up.	7/10/2023 11:13 AM
555	N/A	7/10/2023 11:12 AM
556	All of the above, but recently the recognition of telehealth and common use of it has made it easier to navigate.	7/10/2023 11:12 AM
557	No barriers regarding financial to date	7/10/2023 11:09 AM
558	None	7/10/2023 11:08 AM
559	Patient contact stability with short term contracts	7/10/2023 11:08 AM
560	None. Improved access to care for pts	7/10/2023 11:07 AM
561	None	7/10/2023 11:06 AM
562	None	7/10/2023 10:59 AM
563	none	7/10/2023 10:58 AM
564	none	7/10/2023 10:58 AM
565	None really	7/10/2023 10:58 AM
566	Don't use telehealth	7/10/2023 10:58 AM
567	Geriatric populations who live alone aren't able to gain access to technology either because of costs or they don't know how to operate the technology (computers) or tele platforms. I need to arrange in-person sessions.	7/10/2023 10:58 AM
568	None	7/10/2023 10:56 AM
569	none	7/10/2023 10:55 AM
570	none	7/10/2023 10:55 AM
571	Some of the financial barriers are that too many others claim to be therapists and have very little clinic training or ethical/legal licensure requirements. Then they charge similar if not less. I am losing money because there are very little regulations on these "providers" and they use Telehealth to entice people.	7/10/2023 10:54 AM
572	Face to face only	7/10/2023 10:53 AM
573	None	7/10/2023 10:52 AM
574	NONE	7/10/2023 10:52 AM
575	None	7/10/2023 10:52 AM
576	None	7/10/2023 10:51 AM
577	none	7/10/2023 10:50 AM
578	none	7/10/2023 10:50 AM
579	None	7/10/2023 10:49 AM
580	All the above issues. Specifically insurance.	7/10/2023 10:49 AM
581	None	7/10/2023 10:48 AM
582	None I do phone sessions only at this time	7/10/2023 10:48 AM
583	None. I think telehealth makes therapy more accessible to clients who can't travel or have limited resources to travel to sessions.	7/10/2023 10:45 AM
584	None	7/10/2023 10:44 AM

585	Some clients are not afford to investing computers and high-speed internet.	7/10/2023 10:44 AM
586	none. Except now that the emergency os over I can no longer work across state lines. I have tried to get licensed in Texas and Florida but the process is too complex for me as an older not good tech person.	7/10/2023 10:43 AM
587	Haven't experienced any with my client populations	7/10/2023 10:42 AM
588	N/A	7/10/2023 10:39 AM
589	None	7/10/2023 10:39 AM
590	None	7/10/2023 10:39 AM
591	Fee for service only	7/10/2023 10:38 AM
592	None so far	7/10/2023 10:38 AM
593	Pt's do not want to do it. They prefer direct contact	7/10/2023 10:38 AM
594	Insurance reimbursement, technology costs	7/10/2023 10:37 AM
595	none that I am aware of with my clients	7/10/2023 10:36 AM
596	None	7/10/2023 10:35 AM
597	none	7/10/2023 10:34 AM
598	Not significant	7/10/2023 10:33 AM
599	None	7/10/2023 10:32 AM
600	None	7/10/2023 10:32 AM
601	None	7/10/2023 10:32 AM
602	N/A	7/10/2023 10:31 AM
603	None	7/10/2023 10:30 AM
604	I haven't had an financial barriers.	7/10/2023 10:29 AM
605	None	7/10/2023 10:28 AM
606	None	7/10/2023 10:28 AM
607	None	7/10/2023 10:28 AM
608	none	7/10/2023 10:26 AM
609	None	7/10/2023 10:25 AM
610	none	7/10/2023 10:25 AM
611	Examinee ability to pay for laptops, iPads, etc	7/10/2023 10:25 AM
612	none	7/10/2023 10:23 AM
613	none	7/10/2023 10:23 AM
614	N/A	7/10/2023 10:22 AM
615	None	7/10/2023 10:22 AM
616	I am not sure. I haven't experienced significant barriers to financial aspects. The barriers I see is the continuity of care for those who move and being able to maintain Telehealth services when out of state. Clients would prefer to maintain same provider rather than find new provider when they are appropriate for telehealth services.	7/10/2023 10:21 AM
617	CA was incredibly shortsighted by not joining Psypact. I am a specialist in an underrepresented area of practice. I continually turn away patients because they do not reside in a state where I am licensed.	7/10/2023 10:21 AM
618	My personal belief is that I'm more effective face to face	7/10/2023 10:21 AM

619	All of the above	7/10/2023 10:20 AM
620	None	7/10/2023 10:19 AM
621	online fill out assessment measures for Spanish speaking clients	7/10/2023 10:18 AM
622	none	7/10/2023 10:18 AM
623	N/A	7/10/2023 10:17 AM
624	N/A	7/10/2023 10:17 AM
625	none for my med legal practice	7/10/2023 10:16 AM
626	none	7/10/2023 10:15 AM
627	No real barriers	7/10/2023 10:12 AM
628	none	7/10/2023 10:12 AM
629	None	7/10/2023 10:10 AM
630	None	7/10/2023 10:10 AM
631	Maintaining office hours that are not necessary to telehealth	7/10/2023 10:10 AM
632	None.	7/10/2023 10:09 AM
633	None	7/10/2023 10:08 AM
634	none	7/10/2023 10:08 AM
635	none	7/10/2023 10:08 AM
636	None	7/10/2023 10:07 AM
637	None	7/10/2023 10:07 AM
638	None in my field	7/10/2023 10:06 AM
639	None	7/10/2023 10:05 AM
640	none	7/10/2023 10:05 AM
641	Harder to collect co-pay when the client is not seen in person. They need reminders and more urging to make co-payments.	7/10/2023 10:05 AM
642	none	7/10/2023 10:03 AM
643	None	7/10/2023 10:03 AM
644	none	7/10/2023 10:01 AM
645	I don't think there are any financial barriers that are unique to telehealth	7/10/2023 10:01 AM
646	None	7/10/2023 10:00 AM
647	None	7/10/2023 9:59 AM
648	None	7/10/2023 9:58 AM
649	Not sure I only do forensic evaluations so there has not been any of these barriers	7/10/2023 9:58 AM
650	None	7/10/2023 9:58 AM
651	None	7/10/2023 9:57 AM
652	If insurance denies for out-of-network	7/10/2023 9:57 AM
653	NO ISSUE----YET1	7/10/2023 9:57 AM
654	N/A	7/10/2023 9:57 AM
655	None experienced.	7/10/2023 9:57 AM
656	None	7/10/2023 9:56 AM

657	None	7/10/2023 9:56 AM
658	None so far	7/10/2023 9:56 AM
659	If I surwbce decreases payment or prohibits Telehealth that will limit treatment for remote patients, or patients who have problems with transportation	7/10/2023 9:56 AM
660	N/A, telehealth has less financial and time barriers than in person	7/10/2023 9:56 AM
661	None	7/10/2023 9:56 AM
662	None	7/10/2023 9:56 AM
663	None for this client population. I'm in private practice.	7/10/2023 9:56 AM
664	Monthly expense for good platforms like I use with Doxy.med	7/10/2023 9:56 AM
665	None	7/10/2023 9:55 AM
666	none	7/10/2023 9:55 AM
667	None	7/10/2023 9:55 AM
668	As long as private & public insurers continue paying for telehealth services, none.	7/10/2023 9:55 AM
669	none	7/10/2023 9:54 AM
670	none	7/10/2023 9:54 AM
671	Scheduling, technology consistency	7/10/2023 9:54 AM
672	None	7/10/2023 9:54 AM
673	None Thus Far	7/10/2023 9:54 AM
674	none	7/10/2023 9:53 AM
675	None that I've encountered thus far	7/10/2023 9:53 AM
676	None	7/10/2023 9:52 AM
677	None	7/10/2023 9:52 AM
678	Patients wanting to return to in person	7/10/2023 9:52 AM
679	None	7/10/2023 9:52 AM
680	i have been impressed with telehealth and believe it has widened access to services	7/10/2023 9:51 AM
681	If families' don't have reliable technology/internet.	7/10/2023 9:51 AM
682	none	7/10/2023 9:51 AM
683	None, its the opposite. Client barriers to paying for gas and parking at a hospital.	7/10/2023 9:50 AM
684	None	7/10/2023 9:49 AM
685	none	7/10/2023 9:49 AM
686	None	7/10/2023 9:49 AM
687	None at the moment but may be insurance reimbursement in the future if the climate changes	7/10/2023 8:54 AM
688	None	7/10/2023 8:51 AM
689	There are no apparent financial barriers, based on the population that I serve.	7/9/2023 8:26 AM
690	none	7/8/2023 3:38 PM
691	None	7/8/2023 3:05 PM
692	none	7/7/2023 4:39 PM
693	insurance/EAP companies reimbursement, client ability to pay out of pocket, technology costs	7/7/2023 9:45 AM
694	I have yet to experience any barriers	7/6/2023 10:55 AM

695	None	7/5/2023 8:23 PM
696	Not an issue for me. CSU Northridge does not charge a fee for counseling enrolled students. This is covered by a mandatory health fee in addition to tuition.	7/5/2023 2:25 PM
697	none	7/5/2023 1:39 PM
698	My employer seems to believe there's all sorts of tech costs. But do they ever acknowledge how allowing us to do telehealth frees office space, reduces power needs on site in our worse-than-a-prison working conditions, increases morale and productivity, and increases scheduling flexibility between clinicians and patients, etc.? No. No, no, no, no, no. They'd rather treat a bunch of highly educated, independently licensed professionals that they think very little of us. The state forces us into an ineffective union then laugh as own mental health falls apart in this insanely broken system in which HQ gets to turn a blind eye to all the local hospital problems by saying all permissions are managed at the local level. So even though local management has the resources to set up telehealth, they'll never allow it for complete bullshit reasons. The state is saving a hell of a lot of money with all the vacancies at the state hospitals and other mental health agencies and yet they're still too hard up to give us the slightest cost of living salary increase after taking money away from us during the pandemic, promising to give us back pay of that money if the state ended up with excess funding the following year and even though that's exactly what happened, we've never had the 10% pay cut returned OR PAID ESSENTIAL WORKER HAZARD PAY promised to us 2 freaking years ago. So you want to know what I think about the financial barriers to telehealth? It's a bunch of made up bullshit.	7/5/2023 10:53 AM
699	None	7/5/2023 10:04 AM
700	None at VA	7/4/2023 6:11 PM
701	none	7/4/2023 11:35 AM
702	No problem for me	7/4/2023 7:49 AM
703	I have not found any barriers to telehealth	7/4/2023 6:39 AM
704	Same as therapy in general, which is a combination of insufficient reimbursement from insurance providers, insufficient out of network benefits for mental health, and difficulty affording out of network providers.	7/3/2023 10:44 PM
705	none	7/3/2023 9:01 PM
706	Future laws-rules allowing or not allowing Telehealth reimbursement.	7/3/2023 7:44 PM
707	none noted	7/3/2023 7:49 AM
708	Some clients are resistant due to lack of trust in the results of Telehealth	7/2/2023 5:24 PM
709	None	7/2/2023 4:58 PM
710	None noted	7/2/2023 3:53 PM
711	none	7/2/2023 1:28 PM
712	N/A	7/2/2023 11:57 AM
713	None for me.	7/2/2023 10:49 AM
714	None	7/2/2023 10:23 AM
715	none	7/2/2023 10:21 AM
716	none so far	7/1/2023 8:58 PM
717	None	7/1/2023 8:10 PM
718	Some clients are starting to get denied for online services	7/1/2023 7:01 PM
719	During Covid there were no barriers. Not sure what is going to happen now.	7/1/2023 6:15 PM
720	None	7/1/2023 4:44 PM
721	Some clients do not have the funds to purchase devices and software capable of running the telehealth applications.	7/1/2023 11:21 AM

722	I don't think these apply because clients ability to pay out of pocket would exist if I was in person as well	7/1/2023 9:20 AM
723	none	6/30/2023 10:37 PM
724	None	6/30/2023 5:22 PM
725	None at present. People from high-cost areas are accessing services from providers in lower-cost-of-living areas.	6/30/2023 5:22 PM
726	none	6/30/2023 4:55 PM
727	none	6/30/2023 2:22 PM
728	None	6/30/2023 1:05 PM
729	All of the above	6/30/2023 12:48 PM
730	None	6/30/2023 12:29 PM
731	none	6/30/2023 11:43 AM
732	Nothing that I am experiencing	6/30/2023 10:11 AM
733	None. I think this is more cost effective for patients. They do not need access to transportation and often do not have to take time off work.	6/30/2023 9:45 AM
734	none	6/30/2023 9:17 AM
735	none	6/29/2023 10:53 PM
736	I have not experienced any financial barriers.	6/29/2023 8:29 PM
737	n/a	6/29/2023 5:47 PM
738	none	6/29/2023 5:01 PM
739	I do not directly experience financial barriers to telehealth.	6/29/2023 4:56 PM
740	None	6/29/2023 4:25 PM
741	None	6/29/2023 2:31 PM
742	Insurance reimbursement and client ability to pay out of pocket expense. Several of my patients are post partum with a newborn. They are unable to leave the baby and/or it's too hard to leave for a period of time - insurance would cover 100% if in person but only a percent for telehealth. This discriminates against women in the post partum period that don't have options or ability for childcare early on. Telehealth allows access at vulnerable times.	6/29/2023 11:07 AM
743	both out-of-pocket expense AND technology costs	6/29/2023 10:52 AM
744	None	6/29/2023 10:09 AM
745	NONE	6/29/2023 9:52 AM
746	N/a	6/29/2023 1:21 AM
747	None	6/29/2023 12:29 AM
748	NA	6/28/2023 10:42 PM
749	none experienced	6/28/2023 10:39 PM
750	For me, none of the above.	6/28/2023 10:13 PM
751	None	6/28/2023 6:23 PM
752	N/A	6/28/2023 6:20 PM
753	all of the above are barriers; way too many to consider offering telehealth more often	6/28/2023 5:16 PM
754	none	6/28/2023 4:45 PM
755	I have insurance reimbursement and have experienced no financial barriers that I wouldn't face	6/28/2023 4:13 PM

providing in-person.

756	We are reimbursed by all major insurance companies as well as Medicare. Tech costs are part of our business which has quadrupled since the pandemic. Out of pocket expenses has not been a barrier for our insurance based pts. They typically can afford their co-pay. Because our business is thriving we can offer a far lower rate for self pay pts yet this is still an obstacle for some.	6/28/2023 3:56 PM
757	collecting copay/fees options	6/28/2023 3:49 PM
758	None	6/28/2023 1:52 PM
759	Overall, it's very difficult to work with insurances and people want to use their insurances	6/28/2023 1:23 PM
760	Even w Fed subsidized broadband, most Medi-Cal clients/families are unaware & believe they can't afford broadband	6/28/2023 1:15 PM
761	Collecting client payments	6/28/2023 12:36 PM
762	I have not experienced any financial barriers to Telehealth. Although I have not had this situation arise, I imagine that it is possible that I could work with someone who does not have internet access as they cannot afford it.	6/28/2023 11:53 AM
763	no major problems	6/28/2023 11:42 AM
764	none	6/28/2023 11:15 AM
765	none	6/28/2023 11:03 AM
766	Both options 1 & 3 equally, really.	6/28/2023 10:51 AM
767	none	6/28/2023 9:34 AM
768	None	6/28/2023 8:53 AM
769	none	6/28/2023 8:23 AM
770	All of the above. We are only able to see clients who have insurance willing to cover	6/28/2023 8:16 AM
771	None	6/28/2023 7:49 AM
772	None	6/27/2023 11:48 PM
773	Not an issue so far.	6/27/2023 10:56 PM
774	None	6/27/2023 10:52 PM
775	None	6/27/2023 10:45 PM
776	Administrative costs for private practitioners	6/27/2023 9:25 PM
777	I imagine it is difficult for some, but I have seen it's financially easier for clients to access telehealth. They save on gas money, less time off work, no sitter issues.	6/27/2023 9:17 PM
778	I'm an intern. I don't have any financial barriers.	6/27/2023 9:10 PM
779	Same as in-person financial barriers except transportation-related financial barriers are removed.	6/27/2023 8:47 PM
780	It is unknown to me what insurance reimbursement occurs today. I would like to know what insurance companies have changed their coverage of psychotherapy since the political recognition of Covid being "over."	6/27/2023 8:44 PM
781	Adequate equipment and access by low income patients	6/27/2023 8:35 PM
782	So far, payment for telehealth has continued. Both Medicare and private insurance. Start-up technology costs were there for me at the beginning, but not exorbitant.	6/27/2023 7:58 PM
783	I don't take insurance, so wouldn't know about that.	6/27/2023 7:50 PM
784	none	6/27/2023 7:01 PM
785	Hopefully insurance panels won't discontinue this option	6/27/2023 5:41 PM

786	Insufficient community college budget to allow for appropriate ratio of therapists to enrolled students-- this forces limiting students to very brief episodes of care (similar to insurance plans limiting numbers of sessions due to cost).	6/27/2023 5:30 PM
787	N/A	6/27/2023 5:19 PM
788	all of the above, restrictions on telehealth and supervision	6/27/2023 5:17 PM
789	none	6/27/2023 5:16 PM
790	None	6/27/2023 4:49 PM
791	none - actually cheaper for clients because they don't have to pay for gas or parking by seeing me in person	6/27/2023 4:19 PM
792	no different from in person as of now	6/27/2023 4:19 PM
793	my work site (state hospital) does not have a telehealth practice	6/27/2023 4:14 PM
794	None	6/27/2023 4:05 PM
795	N/A	6/27/2023 3:55 PM
796	none	6/27/2023 3:54 PM
797	Receiving electronic payment	6/27/2023 3:41 PM
798	None for me.	6/27/2023 3:21 PM
799	I'm employed by a healthcare company that handles billing	6/27/2023 3:19 PM
800	None	6/27/2023 3:12 PM
801	Insurance reimbursement is not currently a problem, but has been in the past, and could be in the future.	6/27/2023 3:12 PM
802	none	6/27/2023 3:06 PM
803	Client travel to other states or students moving for school which leads to them having to terminate treatment before it is completed and they are ready.	6/27/2023 2:41 PM
804	none	6/27/2023 2:18 PM
805	N/A	6/27/2023 2:07 PM
806	No different than for an office based practice	6/27/2023 1:42 PM
807	none	6/27/2023 1:36 PM
808	None since I work for Kaiser and their telehealth service is free.	6/27/2023 1:27 PM
809	Since the pandemic, insurers have covered therapy payments for "not in person" therapy. This is critical. Prior to this, many people were shut out of therapy if they did not have transportation, lived in underserved areas of the state, or were ill and could not easily leave home/hospital.	6/27/2023 1:11 PM
810	None, much more affordable than renting an expensive office in SF or Marin	6/27/2023 1:05 PM
811	n/a	6/27/2023 12:53 PM
812	none so far with my population	6/27/2023 12:52 PM
813	none	6/27/2023 12:50 PM
814	none	6/27/2023 12:49 PM
815	If insurers continue to cover Telehealth there is not a problem I am aware of. Costs are similar to in-person	6/27/2023 12:48 PM
816	No barriers	6/27/2023 12:46 PM
817	none, in fact it is win win for patient and practitioner in most cases.	6/27/2023 12:38 PM
818	none	6/27/2023 12:35 PM

819	No financial barriers; I bill my usual rate for med-legal evals and am paid the same as in-person work.	6/27/2023 12:33 PM
820	None	6/27/2023 12:21 PM
821	For now it seems okay. I really hope it doesn't change. If a sick/disabled client can't make it into the office, I'm still conducting an hour of therapy in the office	6/27/2023 12:20 PM
822	0	6/27/2023 11:59 AM
823	lifting of covid policy and exceptions that previously allowed telehealth to be reimbursed no longer being the same	6/27/2023 11:52 AM
824	None that I've experienced	6/27/2023 11:50 AM
825	N/A	6/27/2023 11:47 AM
826	n/a. I don't take insurance. work on an out-of-pocket, sliding scale basis.	6/27/2023 11:36 AM
827	None of note	6/27/2023 11:33 AM
828	Currently insurance has been reimbursing appropriately, but there's concern that they won't always continue to do so.	6/27/2023 11:25 AM
829	I see no financial barriors to telehealth.	6/27/2023 11:22 AM
830	Some insurance companies insist on practitioner having a physical address.	6/27/2023 11:15 AM
831	Na	6/27/2023 11:07 AM
832	none that are specific to telehealth so far	6/27/2023 11:05 AM
833	I do not know as I have not used it.	6/27/2023 11:05 AM
834	NONE	6/27/2023 11:02 AM
835	None	6/27/2023 11:01 AM
836	none	6/27/2023 10:50 AM
837	None	6/27/2023 10:37 AM
838	None	6/27/2023 10:35 AM
839	None	6/27/2023 10:31 AM
840	None	6/27/2023 10:07 AM
841	I have not encountered issues here, but have heard some insurers will not pay for virtual services.	6/27/2023 10:07 AM
842	none	6/27/2023 10:02 AM
843	Many pts cannot afford newer technology which would favor telehealth platforms	6/27/2023 10:01 AM
844	None	6/27/2023 9:37 AM
845	None	6/27/2023 9:37 AM
846	none	6/27/2023 9:32 AM
847	None	6/27/2023 9:28 AM
848	None	6/27/2023 9:19 AM
849	Clients who do not want to have telehealth sessions.	6/27/2023 9:19 AM
850	I don't handle the billing	6/27/2023 8:57 AM
851	Potential loss of parity by insurance due to the end of the PHE resulting in clients having to pay out of pocket for care. If Medicare puts the restriction back in place that will force psychologists to meet with a telehealth client within 6 months of commencing treatment and once yearly afterward, all of the psychologists who have moved 100% online or who see	6/27/2023 8:56 AM

clients in other states will be unable to serve Medicare recipients. I predict that this will result in the sudden denial of services to far too many people.

852	none that i can hink of for me - i am just a frontline provider (employee) so I don't have to think about billing / etc	6/27/2023 8:52 AM
853	none for me	6/27/2023 8:47 AM
854	There are none	6/27/2023 8:44 AM
855	Individual practice: construction of professional website tahe includes payment gate. Quotes for constuction up to 30k.	6/27/2023 8:38 AM
856	Uncertainty whether Medicare reimbursement for telehealth will continue post-Covid.	6/27/2023 8:33 AM
857	None	6/27/2023 8:24 AM
858	None	6/27/2023 8:04 AM
859	No barriers. In fact I helps with my patients with disabilities.	6/27/2023 7:53 AM
860	None for me	6/27/2023 7:51 AM
861	Most insurance covers telehealth	6/27/2023 7:42 AM
862	So far reimbursement has been the same for telehealth from insurances. I hope it stays the same.	6/27/2023 7:34 AM
863	I have had no financial barriers	6/27/2023 7:24 AM
864	N/a	6/27/2023 6:51 AM
865	This hasn't been a problem in my practice	6/27/2023 6:49 AM
866	None	6/27/2023 6:45 AM
867	n.a.	6/27/2023 6:35 AM
868	Need to make this a permanent option without any reduction in reimbursement as this type for service has proven very effective and more desirable for most clients.	6/27/2023 6:29 AM
869	none	6/27/2023 6:14 AM
870	None experienced	6/27/2023 5:43 AM
871	All of the above.	6/27/2023 5:42 AM
872	None	6/27/2023 5:21 AM
873	Have not experienced any financial barriers.	6/27/2023 5:21 AM
874	Platform (BetterHealth) does not pay fair wage.	6/27/2023 5:01 AM
875	N/a	6/27/2023 1:41 AM
876	None	6/27/2023 1:14 AM
877	Concerns that insurance will change reimbursement or not reimburse at all, creating barriers to services.	6/27/2023 1:01 AM
878	None	6/27/2023 12:33 AM
879	No difference financially	6/27/2023 12:15 AM
880	I mainly do supervision and teaching so none	6/26/2023 11:27 PM
881	Stately licensing fees for other states	6/26/2023 11:26 PM
882	I can make more money working directly with the insurance companies, rather than getting paid by teleheLth companies like Path.	6/26/2023 11:22 PM
883	There's always the consideration of cost, especially for those of us who do not accept the non-living wage paid by insurance, though this does not differ in Telehealth compared with in person work.	6/26/2023 11:16 PM

884	Wanted to say tech cost for clients can be a barrier; and as a provider, paying for sufficiently reliable internet service, router, wifi extender. If I were doing both in person and telehealth, I'd have to pay more for an office with internet and the selection would be more limited	6/26/2023 11:12 PM
885	none	6/26/2023 11:11 PM
886	none identified	6/26/2023 11:00 PM
887	None	6/26/2023 10:59 PM
888	N/a	6/26/2023 10:54 PM
889	None at this time	6/26/2023 10:50 PM
890	N/A	6/26/2023 10:42 PM
891	none	6/26/2023 10:40 PM
892	Insurance reducing reimbursement rates to providers for telehealth and encouraging members to use telehealth by waiving co-pays thereby reducing provided reimbursement by sometimes as much as 50%	6/26/2023 10:39 PM
893	No barriers	6/26/2023 10:28 PM
894	None	6/26/2023 10:18 PM
895	N.A.	6/26/2023 10:05 PM
896	None	6/26/2023 10:01 PM
897	I'm private pay, so I don't know what insurance reimbursement is.	6/26/2023 9:52 PM
898	None	6/26/2023 9:47 PM
899	N/A	6/26/2023 9:39 PM
900	Board of Psychology not allowing psychologists to practice out of state.	6/26/2023 9:38 PM
901	"Convenient" teletherapy diminishing motivation for making the effort to attend in person therapy sessions contributes to clients' learned helplessness and exaggerated sense of entitlement	6/26/2023 9:37 PM
902	There are no financial barriers within the VA system	6/26/2023 9:14 PM
903	None	6/26/2023 9:10 PM
904	None	6/26/2023 9:07 PM
905	No financial barriers	6/26/2023 9:03 PM
906	None	6/26/2023 9:00 PM
907	potential loss of insurance reimbursement requiring some in person visits in the future	6/26/2023 8:59 PM
908	currently no barriers as insurance is covering services and folks seem to have technology to use (often phone)	6/26/2023 8:56 PM
909	Professional/licensing restrictions regarding telehealth across state lines	6/26/2023 8:56 PM
910	None	6/26/2023 8:50 PM
911	I believe that some insurance coverage will end for Telehealth	6/26/2023 8:49 PM
912	None. It cuts down on therapist overhead and when clients are appropriate many report preferring telehealth and being at home or in a comfortable location while meeting with therapist	6/26/2023 8:47 PM
913	no barriers, better servicing of clients	6/26/2023 8:39 PM
914	None that I am aware of	6/26/2023 8:34 PM
915	Some clients do not have the internet capacity and/or the equipment. Many elderly clients get confused and so prefer to phone-in and have a telehealth contact; and then end the contact rather soon given how impersonal it seems to them.	6/26/2023 8:34 PM

916	i would have to say vertually none as can use phone or video platform	6/26/2023 8:33 PM
917	None	6/26/2023 8:30 PM
918	Telehealth is a LOT more accessible financially if there is sufficient connectivity and at least a mobile phone	6/26/2023 8:28 PM
919	None	6/26/2023 8:26 PM
920	None	6/26/2023 8:26 PM
921	Unknown	6/26/2023 8:23 PM
922	Telehealth contracts with companies often don't pay close to what insurance or private pay reimburse.	6/26/2023 8:20 PM
923	None	6/26/2023 8:08 PM
924	N/a	6/26/2023 8:02 PM
925	None	6/26/2023 7:56 PM
926	N/A	6/26/2023 7:55 PM
927	I have not experienced financial barriers, but am concerned that if insurance reimbursement to clients disappears, this will create a barrier to my ability to offer treatment.	6/26/2023 7:46 PM
928	None	6/26/2023 7:43 PM
929	none	6/26/2023 7:39 PM
930	None- it's cheaper than renting an office, and I don't have to use any gas to travel to work.	6/26/2023 7:32 PM
931	None	6/26/2023 7:27 PM
932	Relying on agency to supply adequate equipment.	6/26/2023 7:19 PM
933	None	6/26/2023 7:19 PM
934	n/a	6/26/2023 7:18 PM
935	none	6/26/2023 7:17 PM
936	I'm concerned insurance companies will stop paying for telehealth, now that the pandemic us officially ended.	6/26/2023 7:13 PM
937	N/A	6/26/2023 7:09 PM
938	None	6/26/2023 7:04 PM
939	None	6/26/2023 6:56 PM
940	None	6/26/2023 6:47 PM
941	NA	6/26/2023 6:41 PM
942	none	6/26/2023 6:37 PM
943	Not many major financial barriers	6/26/2023 6:36 PM
944	It's much better in terms of cost for me and clients in terms of travel, office expenses and lost time with clients looking for parking or transit delays.	6/26/2023 6:28 PM
945	None that I have yet encountered.	6/26/2023 6:26 PM
946	None-	6/26/2023 6:25 PM
947	n/a	6/26/2023 6:24 PM
948	na	6/26/2023 6:22 PM
949	NA	6/26/2023 6:21 PM
950	some uncertainty regarding whether insurance will continue to cover telehealth.	6/26/2023 6:21 PM

951	None I work for a hospital	6/26/2023 6:17 PM
952	There have been no barriers.	6/26/2023 6:16 PM
953	None	6/26/2023 6:14 PM
954	None so far	6/26/2023 6:09 PM
955	Clients having a computer, or know how to use one	6/26/2023 6:09 PM
956	None	6/26/2023 6:09 PM
957	Medi-Cal pays nothing if Medicare pays; in other words Medi-cal does not function as a supplemental carrier, e.g. when Medicare pays they then send claims to Anthem Blue Cross or United Healthcare who pay something in addition to what Medicare pays. It's a disincentive to accept patients. who have Medicare and Medi-Cal.	6/26/2023 6:09 PM
958	None observed. Benefits: clients save on finances related to transportation, childcare, as well as a reduction in taking time off work.	6/26/2023 6:08 PM
959	Able to see person and observe person	6/26/2023 6:07 PM
960	None	6/26/2023 6:06 PM
961	?	6/26/2023 6:05 PM
962	In the bay area, and with the client population I work with, I don't think telehealth creates any additional financial barriers.	6/26/2023 6:05 PM
963	none	6/26/2023 6:03 PM
964	All of the above.	6/26/2023 5:59 PM
965	I have found telehealth to work extremely well for all of my clients. I could foresee that its reliance on a smart device and internet access could be an obstacle (financially or geographically) for some clients, however.	6/26/2023 5:57 PM
966	None	6/26/2023 5:56 PM
967	None	6/26/2023 5:56 PM
968	This is figured out	6/26/2023 5:56 PM
969	really the problem isn't financial for me. Reimbursement seems the same as long as you have billing staff.	6/26/2023 5:55 PM
970	None	6/26/2023 5:53 PM
971	None, at this time. Insurance companies have been reimbursing for telephone visits.	6/26/2023 5:52 PM
972	None	6/26/2023 5:49 PM
973	It is my understanding from my HMO employer that in-person individual and group therapy sessions will be eligible for higher rates of reimbursement per appointment from Medicare and other reimbursing entities.	6/26/2023 5:48 PM
974	NONE	6/26/2023 5:38 PM
975	I have not experienced financial barriers	6/26/2023 5:38 PM
976	None	6/26/2023 5:33 PM
977	Insurance reimbursement needs to remain comparable to in person. In general insurance companies ought to evaluate reimbursement so there are more providers who provide services.	6/26/2023 5:33 PM
978	n/a	6/26/2023 5:31 PM
979	Insurance reimbursement has dropped and technology costs have sky rocketed	6/26/2023 5:29 PM
980	None	6/26/2023 5:23 PM
981	None	6/26/2023 5:21 PM
982	none	6/26/2023 5:20 PM

983	None	6/26/2023 5:20 PM
984	For my clients thus far, none.	6/26/2023 5:19 PM
985	All of the above	6/26/2023 5:15 PM
986	Technology costs for the patient	6/26/2023 5:14 PM
987	technology cost are minimal overall. Insurance seems to be okay paying	6/26/2023 5:12 PM
988	N/A	6/26/2023 5:11 PM
989	I haven't experienced any financial barriers.	6/26/2023 5:09 PM
990	none	6/26/2023 5:08 PM
991	None.	6/26/2023 5:07 PM
992	Cost of telehealth platforms that are HIPAA compliant and client friendly	6/26/2023 5:07 PM
993	none	6/26/2023 5:05 PM
994	I'm not aware of financial barriers	6/26/2023 5:04 PM
995	Healthcare plans will not accept me on their panel if I provide only telehealth, despite its demand by clients and importance to underserved populations	6/26/2023 5:01 PM
996	not aware of any	6/26/2023 5:01 PM
997	None. I do not accept Medi/Medi patients, so this is a non issue.	6/26/2023 5:00 PM
998	None	6/26/2023 5:00 PM
999	None	6/26/2023 5:00 PM
1000	Insurers reimburse but less.	6/26/2023 4:58 PM
1001	none	6/26/2023 4:55 PM
1002	None	6/26/2023 4:55 PM
1003	N/A I work for a university counseling center	6/26/2023 4:52 PM
1004	None	6/26/2023 4:51 PM
1005	I don't take insurance for this reason. Would consider taking insurance if reimbursement was adequate.	6/26/2023 4:51 PM
1006	Most of my clients pay a co-pay that they can afford via a HIPAA-compliant credit card app, Ivy Pay.	6/26/2023 4:51 PM
1007	none	6/26/2023 4:49 PM
1008	None	6/26/2023 4:48 PM
1009	I find it less of a financial burden because I can do it from a private space in my home.	6/26/2023 4:48 PM
1010	none	6/26/2023 4:47 PM
1011	unsure how to answer	6/26/2023 4:47 PM
1012	Really... I don't see financial barriers and I work in a semi-rural community with a lot of poverty. I also work with elderly people on a limited income. Everyone has a phone or computer.... I cannot say that I have seen a single issue.	6/26/2023 4:45 PM
1013	None	6/26/2023 4:42 PM
1014	I have not experienced this too much	6/26/2023 4:41 PM
1015	None, cheaper than coming in person	6/26/2023 4:40 PM
1016	None	6/26/2023 4:37 PM
1017	I have not needed to deal with any of the above	6/26/2023 4:36 PM

1018	none	6/26/2023 4:34 PM
1019	no financial barriers	6/26/2023 4:28 PM
1020	Client pays out of pocket via card	6/26/2023 4:25 PM
1021	None	6/26/2023 4:23 PM
1022	None	6/26/2023 4:19 PM
1023	I haven't found any real financial barriers, considering I do not have to pay rent for a larger, in-person facility	6/26/2023 4:19 PM
1024	none	6/26/2023 4:17 PM
1025	Some insurance plans do not cover telehealth, or the copay is higher, or they require use of their platform - Teledoc for in house providers only.	6/26/2023 4:17 PM
1026	Client's ability to pay or willingness to pay for broadband to have good broadband for the telehealth.	6/26/2023 4:15 PM
1027	None	6/26/2023 4:08 PM
1028	None in my work	6/26/2023 4:07 PM
1029	None	6/26/2023 4:06 PM
1030	N/a	6/26/2023 4:06 PM
1031	None	6/26/2023 4:03 PM
1032	Somewhat barriers because medical won't pay for day treatment in addiction groups unless in person.	6/26/2023 4:03 PM
1033	None	6/26/2023 4:01 PM
1034	Both private insurance and medical/medicare All costs are a concern	6/26/2023 4:01 PM
1035	None	6/26/2023 4:00 PM
1036	N/A my place of employment handles these aspects	6/26/2023 4:00 PM
1037	none	6/26/2023 3:57 PM
1038	none. it's cheaper than office rent	6/26/2023 3:57 PM
1039	None..my patients find it very easy to use and appreciate not having to drive and look for a space to park and have privacy	6/26/2023 3:51 PM
1040	none	6/26/2023 3:51 PM
1041	I don't see any financial barriers. I accept insurance and code the sessions as Telehealth. My private-pay clients pay me via Zelle.	6/26/2023 3:50 PM
1042	none	6/26/2023 3:47 PM
1043	No problems with reimbursement all private pay	6/26/2023 3:47 PM
1044	None	6/26/2023 3:46 PM
1045	I am worried that insurance reimbursement will stop.	6/26/2023 3:45 PM
1046	none	6/26/2023 3:44 PM
1047	None	6/26/2023 3:43 PM
1048	Cost is additional, but not prohibitive.	6/26/2023 3:43 PM
1049	Approvals	6/26/2023 3:42 PM
1050	none.	6/26/2023 3:42 PM
1051	None, if patients can afford the treatment.	6/26/2023 3:40 PM
1052	none	6/26/2023 3:39 PM

1053	There has always been financial barriers working with insurance companies regards how service is delivered. If anything telehealth is a complexity because you are using a electronic device to conduct therapy or evaluations. Insurance companies need to recognize the value of service and consider more reimbursement.	6/26/2023 3:35 PM
1054	none	6/26/2023 3:31 PM
1055	Again, I work for Kaiser, so they provide the financial support for telehealth services.	6/26/2023 3:30 PM
1056	For med-legal work, sometimes the defense attorney refuses to allow telehealth. I'm not sure why, because unless there is a potential for a need for physical presence (e.g., to assess malodorousness or gait), telehealth is very suited for psychological interventions.	6/26/2023 3:30 PM
1057	not many	6/26/2023 3:29 PM
1058	None	6/26/2023 3:29 PM
1059	None. I am an independent contractor for QTC and I perform disability evaluations for Veterans for combat stress.	6/26/2023 3:28 PM
1060	None	6/26/2023 3:26 PM
1061	None	6/26/2023 3:26 PM
1062	NONE	6/26/2023 3:26 PM
1063	More an issue for the clients. It can be prohibitively expensive to have a device and have reliable secure internet	6/26/2023 3:23 PM
1064	I don't know if all the insurance companies are going to continue covering it.	6/26/2023 3:23 PM
1065	None	6/26/2023 3:20 PM
1066	I have not encountered any as yet	6/26/2023 3:19 PM
1067	I am undecided. See previous point.	6/26/2023 3:18 PM
1068	None	6/26/2023 3:17 PM
1069	Again, the question is not clear to me. I see clients both out of pocket and via a couple of panels. The panels are paying the same for telehealth as in person so that question does not make sense. My understanding is that is required under California parity law. Technology costs are a factor for therapists. This is also true for some clients as well who may not have access to high quality internet services.	6/26/2023 3:17 PM
1070	None	6/26/2023 3:16 PM
1071	None	6/26/2023 3:15 PM
1072	None	6/26/2023 3:15 PM
1073	The increasing cost of telehealth and record keeping systems that are convenient and effective	6/26/2023 3:14 PM
1074	None	6/26/2023 3:10 PM
1075	Screening more difficult by Zoom	6/26/2023 3:10 PM
1076	all of the above. #1 covid medical telehealth provider status was FRAUD and I lost a bunch of $$ trying to help. I was also not supported by CPA consultation as they recommended simply forgetting about it, though lawyers did see the fraud and falseness in what happened. Tech costs are also prohibitive to find services that both cover HIPAA compliance and data security.	6/26/2023 3:09 PM
1077	none	6/26/2023 3:07 PM
1078	None that I know of	6/26/2023 3:05 PM
1079	None	6/26/2023 3:05 PM
1080	None	6/26/2023 3:03 PM
1081	None, insurance reimburses the same rate and clients pay the same cash pay rate whether or not it's telehealth or in person	6/26/2023 3:03 PM

1082	The needed notifications instilling enough urgency regarding clients' missed sessions (maybe a way to click an interactive box saying "I acknowledge my next scheduled session for 1pm on..." so less last minute excuses are used when sessions get missed).	6/26/2023 3:03 PM
1083	None	6/26/2023 3:01 PM
1084	If they reduce payments for telehealth, I won't be happy.	6/26/2023 3:01 PM
1085	None	6/26/2023 3:00 PM
1086	I don't know of any	6/26/2023 2:59 PM
1087	none	6/26/2023 2:58 PM
1088	None	6/26/2023 2:57 PM
1089	None	6/26/2023 2:55 PM
1090	Patients from underserved areas lack access to technology and appropriate settings for telehealth treatment.	6/26/2023 2:54 PM
1091	None	6/26/2023 2:53 PM
1092	None at this point	6/26/2023 2:52 PM
1093	none	6/26/2023 2:52 PM
1094	Lack of computer?	6/26/2023 2:51 PM
1095	?	6/26/2023 2:51 PM
1096	Client discomfort with technology	6/26/2023 2:51 PM
1097	none	6/26/2023 2:50 PM
1098	None	6/26/2023 2:50 PM
1099	None	6/26/2023 2:50 PM
1100	none	6/26/2023 2:49 PM
1101	none	6/26/2023 2:48 PM
1102	TH not always preferred modality	6/26/2023 2:48 PM
1103	I have not experienced any. Thus, it saves me on gas and car wear and tear. It also saves my clients on parking fees.	6/26/2023 2:47 PM
1104	None	6/26/2023 2:46 PM
1105	None	6/26/2023 2:46 PM
1106	Not sure if any at this time.	6/26/2023 2:46 PM
1107	none	6/26/2023 2:44 PM
1108	None	6/26/2023 2:42 PM
1109	none for me	6/26/2023 2:42 PM
1110	None	6/26/2023 2:40 PM
1111	None that I have experienced. I imagine that some clients may not be able to afford the devices or internet-capabilities needed to participate in telehealth services	6/26/2023 2:40 PM
1112	None	6/26/2023 2:37 PM
1113	none	6/26/2023 2:36 PM
1114	None	6/26/2023 2:35 PM
1115	These last few questions presume these barriers exist. Right now I have none of the above.	6/26/2023 2:35 PM
1116	none	6/26/2023 2:33 PM

1117	N/a	6/26/2023 2:32 PM
1118	Telehealth has improved the financial barriers	6/26/2023 2:32 PM
1119	none	6/26/2023 2:31 PM
1120	none for my work	6/26/2023 2:31 PM
1121	n/a	6/26/2023 2:30 PM
1122	So far at least for insured patients we have encountered few financial barriers. However, we do have concerns that insurers may start to balk or reduce reimubursement for telehealth in the future which would pose problems and reduce access.	6/26/2023 2:30 PM
1123	thankfully all insurance providers recognize Telehealth	6/26/2023 2:29 PM
1124	None	6/26/2023 2:29 PM
1125	Worries that changes will occur to insurance plans or board requirements, that suddenly stop reimbursements, wait times for payment, or ability to receive payment.	6/26/2023 2:29 PM
1126	None for me	6/26/2023 2:28 PM
1127	None	6/26/2023 2:25 PM
1128	None	6/26/2023 2:24 PM
1129	No apparent barriers so far. As long as telehealth is accepted, a large number of older clients with chronic issues in remote areas can be served.	6/26/2023 2:24 PM
1130	Not at this time.	6/26/2023 2:23 PM
1131	None	6/26/2023 2:23 PM
1132	No barriers	6/26/2023 2:23 PM
1133	I don't take insurance so those barriers exist anyway. I am a community provider for the VA and they have paid for telehealth (audio/video). With Covid, most payers did allow reimbursement for telehealth. I have found telehealth to be very beneficial because it's easier for both client and psychologist to schedule with no travel required.	6/26/2023 2:23 PM
1134	none for me	6/26/2023 2:22 PM
1135	Patient's inability to navigate on computer	6/26/2023 2:22 PM
1136	none encountered yet	6/26/2023 2:22 PM
1137	none	6/26/2023 2:21 PM
1138	This far, none	6/26/2023 2:21 PM
1139	N/A	6/26/2023 2:20 PM
1140	none	6/26/2023 2:19 PM
1141	All of the above	6/26/2023 2:19 PM
1142	Client access to private space	6/26/2023 2:18 PM
1143	Reimbursement from self-pay clients has been a challenge.	6/26/2023 2:18 PM
1144	None	6/26/2023 2:16 PM
1145	None	6/26/2023 2:14 PM
1146	None	6/26/2023 2:13 PM
1147	None	6/26/2023 2:12 PM
1148	None	6/26/2023 2:11 PM
1149	none	6/26/2023 2:10 PM
1150	NONE	6/26/2023 2:08 PM

1151	None	6/26/2023 2:08 PM
1152	Not applicable to our population.	6/26/2023 2:07 PM
1153	Lack of training for zoom employees and zendesk employees regarding the importance of therapists and access to mental health care for needed populations.	6/26/2023 2:07 PM
1154	None	6/26/2023 2:06 PM
1155	none	6/26/2023 2:06 PM
1156	I am not conversant with technology do it takes a lot of extra time for me.	6/26/2023 2:06 PM
1157	Equipment needs for play or art therapies	6/26/2023 2:04 PM
1158	none	6/26/2023 2:02 PM
1159	None	6/26/2023 2:02 PM
1160	None	6/26/2023 2:01 PM
1161	No barriers - I use sliding scale fees and do not bill insurance	6/26/2023 2:00 PM
1162	None	6/26/2023 1:58 PM
1163	None	6/26/2023 1:58 PM
1164	None	6/26/2023 1:58 PM
1165	All of the above, this question is created incorrectly, it should be checkboxes	6/26/2023 1:58 PM
1166	None, much more affordable and convenient for a wide range of clients and clinicians	6/26/2023 1:57 PM
1167	As restrictions are lifted I am concerned that there will be a return to financial barriers. I realize that the argument the telehealth is not effective is largely no longer in question.	6/26/2023 1:57 PM
1168	None	6/26/2023 1:57 PM
1169	CA BOARD NEEDS to authorize apple FaceTime as it does not store data; the others are too expensive for part time practice	6/26/2023 1:56 PM
1170	Cost of HIPPA compliant telehealth platform. Have not had trouble with insurance reimbursement or co-pay expense.	6/26/2023 1:55 PM
1171	None	6/26/2023 1:54 PM
1172	I have not found any specific to telehealth	6/26/2023 1:54 PM
1173	none	6/26/2023 1:53 PM
1174	None for my practice	6/26/2023 1:53 PM
1175	I do not see any financial barriers as all of my clients have access to technology to complete video or phone call sessions.	6/26/2023 1:53 PM
1176	none	6/26/2023 1:52 PM
1177	none	6/26/2023 1:52 PM
1178	No financial barriers	6/26/2023 1:51 PM
1179	None	6/26/2023 1:51 PM
1180	None	6/26/2023 1:51 PM
1181	As with my responses to #6, I don't experience many notable barriers to my consulting work using telehealth. The relaxing of governmental barriers to Medicaid reimbursement for delivery of treatment services has been a huge boon to clients who otherwise might experience difficulties accessing services. Post-COVID, some individual clients are more comfortable using telehealth (especially if transportation is a barrier) and other clients strongly prefer in-person treatment. We are now entering a post-COVID era wherein providers can offer both modes of treatment. What I believe does not work well are group therapies with yhbrid formats where some people are in person and others on Zoom.	6/26/2023 1:51 PM

1182	None in my practice	6/26/2023 1:49 PM
1183	Expecting patients to have access to functioning computers and SmartPhones	6/26/2023 1:49 PM
1184	None	6/26/2023 1:49 PM
1185	none	6/26/2023 1:48 PM
1186	None	6/26/2023 1:47 PM
1187	don't know	6/26/2023 1:47 PM
1188	none	6/26/2023 1:46 PM
1189	None that I can think of	6/26/2023 1:46 PM
1190	None for now... but I hear some insurance companies are talking about not paying for telehealth... it will be a shame if they stop covering telehealth services because some pateints such as the elderly, disabled, difficulty commuting... would be unable to get treatment/services.	6/26/2023 1:46 PM
1191	Financial barriers are due to CA policies limiting out imof state practice in psypact states	6/26/2023 1:46 PM
1192	None	6/26/2023 1:45 PM
1193	None of the above	6/26/2023 1:45 PM
1194	none	6/26/2023 1:45 PM
1195	None	6/26/2023 1:45 PM
1196	I won't take a case if there are financial barriers. However, I can work with more groups at less cost to clients with telehealth.	6/26/2023 1:44 PM
1197	I have not come across any barriers.	6/26/2023 1:42 PM
1198	None	6/26/2023 1:41 PM
1199	none	6/26/2023 1:41 PM
1200	Sometimes there is more follow up needed because clients forget to pay.	6/26/2023 1:41 PM
1201	none	6/26/2023 1:40 PM
1202	I don't charge clients extra for my own telehealth facilities. Most patients already have the technology on their mobile phone. For the time being Medicare reimbursements are at parity. Several insurance companies are decreasing their reimbursement - most notably, Blue Shield of California.	6/26/2023 1:40 PM
1203	NA	6/26/2023 1:39 PM
1204	none	6/26/2023 1:39 PM
1205	None	6/26/2023 1:39 PM
1206	none	6/26/2023 1:38 PM
1207	None that are different from live, in-office services.	6/26/2023 1:38 PM
1208	None	6/26/2023 1:37 PM
1209	None	6/26/2023 1:37 PM
1210	None. Ally patients are reimbursed by Kaiser and they still cover copay so very helpful for patients and this is how it should be.	6/26/2023 1:37 PM
1211	None	6/26/2023 1:36 PM
1212	I have not encountered financial barrier with my patient population	6/26/2023 1:36 PM
1213	None	6/26/2023 1:35 PM
1214	See above	6/26/2023 1:35 PM
1215	Expensive to maintain an office when most clients prefer Telehealth	6/26/2023 1:35 PM

1216	none	6/26/2023 1:34 PM
1217	I have had no financial barriers	6/26/2023 1:33 PM
1218	None	6/26/2023 1:33 PM
1219	There have been no financial barriers.	6/26/2023 1:33 PM
1220	none	6/26/2023 1:32 PM
1221	Lack of interventions for children and adolescents online.	6/26/2023 1:32 PM
1222	None	6/26/2023 1:32 PM
1223	none that I can see--seems like insurance companies are paying equally for telehealth.	6/26/2023 1:32 PM
1224	none	6/26/2023 1:31 PM
1225	None of the above	6/26/2023 1:31 PM
1226	None	6/26/2023 1:30 PM
1227	It appears you left put Alameda County	6/26/2023 1:30 PM
1228	none	6/26/2023 1:30 PM
1229	Nothing	6/26/2023 1:29 PM
1230	None	6/26/2023 1:29 PM
1231	none	6/26/2023 1:29 PM
1232	None	6/26/2023 1:29 PM
1233	Clients don't want to pay as much for telehealth (because it's not as good)	6/26/2023 1:28 PM
1234	None	6/26/2023 1:27 PM
1235	n/a	6/26/2023 1:27 PM
1236	For lower income clients, especially as visual telehealth is used, less access to care.	6/26/2023 1:27 PM
1237	None	6/26/2023 1:26 PM
1238	None	6/26/2023 1:26 PM
1239	no different than financial barriers before I offered any telehealth	6/26/2023 1:24 PM
1240	Telehealth has increased mental health access for patients with financial barriers due to not having to travel, find childcare etc	6/26/2023 1:24 PM
1241	There is no cost to pt. insurance need to make it easier to bill.	6/26/2023 1:24 PM
1242	None	6/26/2023 1:23 PM
1243	No significant issues.	6/26/2023 1:23 PM
1244	none noted	6/26/2023 1:22 PM
1245	collecting copayments, needing to use credit card services	6/26/2023 1:22 PM
1246	None. it works well.	6/26/2023 1:22 PM
1247	None. Payment is required in advance	6/26/2023 1:21 PM
1248	Losing insurance reimbursement would be disastrous (I am a Medicare provider almost exclusively and do not anticipate this will happen)	6/26/2023 1:21 PM
1249	none	6/26/2023 1:20 PM
1250	Its cheaper for the therapist and they don't pass the savings to the consumer. Payer reimbursement is the same as in person.	6/26/2023 1:20 PM
1251	I have some populations that are able to utilize it and some that aren't, so it raised costs for me.	6/26/2023 1:19 PM

1252	none	6/26/2023 1:18 PM
1253	N/A	6/26/2023 1:18 PM
1254	All of the above	6/26/2023 1:18 PM
1255	NA	6/26/2023 1:17 PM
1256	Cost of maintaining and repairing computer products	6/26/2023 1:17 PM
1257	All of the above	6/26/2023 1:17 PM
1258	None. My overall pay is much higher doing telehealth as there is no other overhead.	6/26/2023 1:17 PM
1259	None	6/26/2023 1:16 PM
1260	None really, insurance is still reimbursing at the same rate as in person appointments and hopefully it stays this way.	6/26/2023 1:16 PM
1261	none	6/26/2023 1:16 PM
1262	All of the above	6/26/2023 1:16 PM
1263	None	6/26/2023 1:16 PM
1264	None	6/26/2023 1:16 PM
1265	none	6/26/2023 1:15 PM
1266	None	6/26/2023 1:15 PM
1267	none	6/26/2023 1:15 PM
1268	NOt sure	6/26/2023 1:14 PM
1269	For the moment the few clients on insurance that I see did not have as problem with reimbursement	6/26/2023 1:14 PM
1270	None	6/26/2023 1:13 PM
1271	People need insurance coverage in this country that's not tied to employment. Particularly true for mentally ill people who may have (temporary or permanent) barriers to working.	6/26/2023 1:13 PM
1272	None	6/26/2023 1:12 PM
1273	the big worry of what is going to happen at the end of 2024 with insurance payments.	6/26/2023 1:12 PM
1274	None	6/26/2023 1:12 PM
1275	Na	6/26/2023 1:12 PM
1276	None	6/26/2023 1:11 PM
1277	None	6/26/2023 1:11 PM
1278	The client must have access to a good computer and strong broadband services. My clients have the ability to get these things so it's not a barrier. Some other barriers could be older adults not being able to access the computer, but once they learn, telehealth is a positive factor for them.	6/26/2023 1:11 PM
1279	None, the cost of practice is much more economical via Telepsychology services.	6/26/2023 1:11 PM
1280	none	6/26/2023 1:10 PM
1281	none	6/26/2023 1:10 PM
1282	none	6/26/2023 1:10 PM
1283	None	6/26/2023 1:10 PM
1284	None	6/26/2023 1:09 PM
1285	No issues.	6/26/2023 1:09 PM

1286	None. I have private pay clients.	6/26/2023 1:09 PM
1287	Currently, no financial barriers for me. The insurance reimbursement rates have been the same whether in person or via telehealth. I accept Anthem Blue Cross, Cigna, United Behavioral Health / Optum, Adventisit Health (out of network) and I accept "fee for service." I also offer a sliding scale.	6/26/2023 1:09 PM
1288	None	6/26/2023 1:08 PM
1289	It actually is convened so clients don't miss work.	6/26/2023 1:08 PM
1290	not relevant, as I do not do telehealth	6/26/2023 1:07 PM
1291	Uncertainty of continued coverage by Medicare/Insurance post-COVID emergency	6/26/2023 1:07 PM
1292	None	6/26/2023 1:07 PM
1293	NA	6/26/2023 1:06 PM
1294	On the client side, access to technology/internet	6/26/2023 1:06 PM
1295	Some institutions or entities wont allow telehealth or make it challenging to utilize	6/26/2023 1:06 PM
1296	Certain states require frequently filling out an out of state provider form	6/26/2023 1:06 PM
1297	None	6/26/2023 1:05 PM
1298	None that I have encountered	6/26/2023 1:05 PM
1299	none	6/26/2023 1:05 PM
1300	none	6/26/2023 1:05 PM
1301	None that I have experienced	6/26/2023 1:05 PM
1302	None.	6/26/2023 1:05 PM
1303	maintaining a home office and an office down town I guess but its not that much of a barrier	6/26/2023 1:05 PM
1304	none	6/26/2023 1:05 PM
1305	None	6/26/2023 1:04 PM
1306	none	6/26/2023 1:04 PM
1307	none	6/26/2023 1:04 PM
1308	NONE	6/26/2023 1:04 PM
1309	I am paid by my company.	6/26/2023 1:04 PM
1310	Insurance reimbursement in general is not comparable to what I get paid out of pocket, except Medicare	6/26/2023 1:04 PM
1311	none	6/26/2023 1:04 PM
1312	none	6/26/2023 1:04 PM
1313	I have not experienced a financial barrier yet, but am concerned for insurance reimbursement in the future. I am mostly a private-pay practice.	6/26/2023 1:04 PM
1314	none	6/26/2023 1:04 PM
1315	None	6/26/2023 1:03 PM
1316	None	6/26/2023 1:03 PM
1317	none	6/26/2023 1:03 PM
1318	…	6/26/2023 1:03 PM
1319	None. More cost effective	6/26/2023 1:02 PM
1320	None	6/26/2023 1:02 PM

1321	none	6/26/2023 1:02 PM
1322	Lack of education on both sides (Patients and the providers).	6/26/2023 1:02 PM
1323	n/a	6/26/2023 1:01 PM
1324	none	6/26/2023 1:01 PM
1325	none	6/26/2023 1:01 PM
1326	Insurance reimbursement can be very low and clients may be unable to pay out of pocket.	6/26/2023 1:01 PM
1327	We are Non-Profit Organization, and we provide free service to our underrepresented communities.	6/26/2023 1:01 PM
1328	none	6/26/2023 1:00 PM
1329	None. So far insurance seems willing to reimburse at same rate as in-person therapy.	6/26/2023 1:00 PM
1330	n/a	6/26/2023 1:00 PM
1331	None	6/26/2023 1:00 PM
1332	None	6/26/2023 1:00 PM
1333	none	6/26/2023 12:59 PM
1334	None. At my agency, telehealth appointments are covered 100% versus in person appointments are not fully covered	6/26/2023 12:59 PM
1335	None	6/26/2023 12:59 PM
1336	none that I am aware of at this time	6/26/2023 12:59 PM
1337	I have not encountered problems in this area. I actually appreciate that telehealth has markedly cut my operating expenses.	6/26/2023 12:59 PM
1338	I have not encountered these issues but I am certain that they exist	6/26/2023 12:59 PM
1339	none	6/26/2023 12:58 PM
1340	None	6/26/2023 12:58 PM
1341	None	6/26/2023 12:58 PM
1342	None	6/26/2023 12:58 PM
1343	none for my practice	6/26/2023 12:58 PM
1344	None if coverage is provided and accepted	6/26/2023 12:57 PM
1345	None.	6/26/2023 12:57 PM
1346	N/a to my setting.	6/26/2023 12:57 PM
1347	Have no thoughts about this	6/26/2023 12:57 PM
1348	None	6/26/2023 12:57 PM
1349	N/a	6/26/2023 12:56 PM
1350	none	6/26/2023 12:56 PM
1351	none	6/26/2023 12:56 PM
1352	All of the above	6/26/2023 12:56 PM
1353	shouldn't this item be "check all that apply as all could apply	6/26/2023 12:56 PM
1354	Minimal	6/26/2023 12:55 PM
1355	None	6/26/2023 12:55 PM
1356	Continued insurance reimbursement	6/26/2023 12:55 PM
1357	No e	6/26/2023 12:55 PM

1358	None	6/26/2023 12:54 PM
1359	None	6/26/2023 12:54 PM
1360	I don't know of any financial barriers.	6/26/2023 12:54 PM
1361	How to pay	6/26/2023 12:54 PM
1362	Phone telehealth is not reimbursed, whereas video is.	6/26/2023 12:54 PM
1363	I have not experienced any financial barriers in my practice.	6/26/2023 12:54 PM
1364	Veteran's Administration (government contractor) views telehealth as a lesser service, so reimburses less for telehealth services despite the service being the same.	6/26/2023 12:54 PM
1365	None	6/26/2023 12:53 PM
1366	None	6/26/2023 12:53 PM
1367	I have not experienced financial barriers	6/26/2023 12:53 PM
1368	N/A	6/26/2023 12:53 PM
1369	N/A	6/26/2023 12:53 PM
1370	None	6/26/2023 12:52 PM
1371	None	6/26/2023 12:52 PM
1372	I don't see any barriers, but have concerns that insurance companies may limit it in the future	6/26/2023 12:52 PM
1373	Cost of staff required to move the equipment from patient to pateint	6/26/2023 12:52 PM
1374	None at current practice.	6/26/2023 12:52 PM
1375	Adequate technology for older population	6/26/2023 12:52 PM
1376	None, the VA covers all of these	6/26/2023 12:52 PM
1377	none	6/26/2023 12:51 PM
1378	None	6/26/2023 12:51 PM
1379	none	6/26/2023 12:51 PM
1380	N/A	6/26/2023 12:51 PM
1381	I haven't experienced any	6/26/2023 12:51 PM
1382	None	6/26/2023 12:50 PM
1383	I have not experienced financial barriers	6/26/2023 12:50 PM
1384	none	6/26/2023 12:50 PM
1385	None	6/26/2023 12:50 PM
1386	None	6/26/2023 12:50 PM
1387	I haven't experienced barriers	6/26/2023 12:50 PM
1388	im off all insurance but am giving up 3-4 percent of my income to pay for using a c redit card to collect. not happy re that. then i have to pay a biller to bill thos ewho have out of netwwwork benefits and that is 250.00 more a month.	6/26/2023 12:50 PM
1389	None	6/26/2023 12:50 PM
1390	None	6/26/2023 12:49 PM
1391	None	6/26/2023 12:49 PM
1392	moving payments around when you are not seing folks in person	6/26/2023 12:49 PM
1393	Medicare makes psychologists use Code 10 for Place of Service and pays less than a 11 code visit which I believe is illegal but can not do anything about it. Please assist	6/26/2023 12:49 PM

1394	Insurance companies or reimbursement companies paying significantly less for Telehealth vs in person services	6/26/2023 12:49 PM
1395	None	6/26/2023 12:49 PM
1396	I don't experience any	6/26/2023 12:48 PM
1397	Similar to those that exist for in-person treatment.	6/26/2023 12:48 PM
1398	none, my clients love it	6/26/2023 12:48 PM
1399	None	6/26/2023 12:48 PM
1400	none	6/26/2023 12:48 PM
1401	None	6/26/2023 12:47 PM
1402	none	6/26/2023 12:47 PM
1403	None	6/26/2023 12:47 PM
1404	None	6/26/2023 12:47 PM
1405	N/A	6/26/2023 12:47 PM
1406	Dealing with credit card services.	6/26/2023 12:47 PM
1407	I prefer to see my patients at office!	6/26/2023 12:47 PM
1408	none	6/26/2023 12:47 PM
1409	None so far as long as it continues to be accepted and reimbursed equally with office visits.	6/26/2023 12:47 PM
1410	None	6/26/2023 12:46 PM
1411	I don't want to do it so I don't care if there are barriers.	6/26/2023 12:46 PM
1412	N/a	6/26/2023 12:46 PM
1413	none	6/26/2023 12:46 PM
1414	Minor as I take private pay	6/26/2023 12:46 PM
1415	None	6/26/2023 12:45 PM
1416	None	6/26/2023 12:45 PM
1417	none	6/26/2023 12:45 PM
1418	Not being able to work because no one wants you if not licensed	6/26/2023 12:45 PM
1419	none	6/26/2023 12:45 PM
1420	N/A	6/26/2023 12:45 PM
1421	None	6/26/2023 12:44 PM

Q8 What are the training barriers to telehealth?

Answered: 3,267   Skipped: 1,179
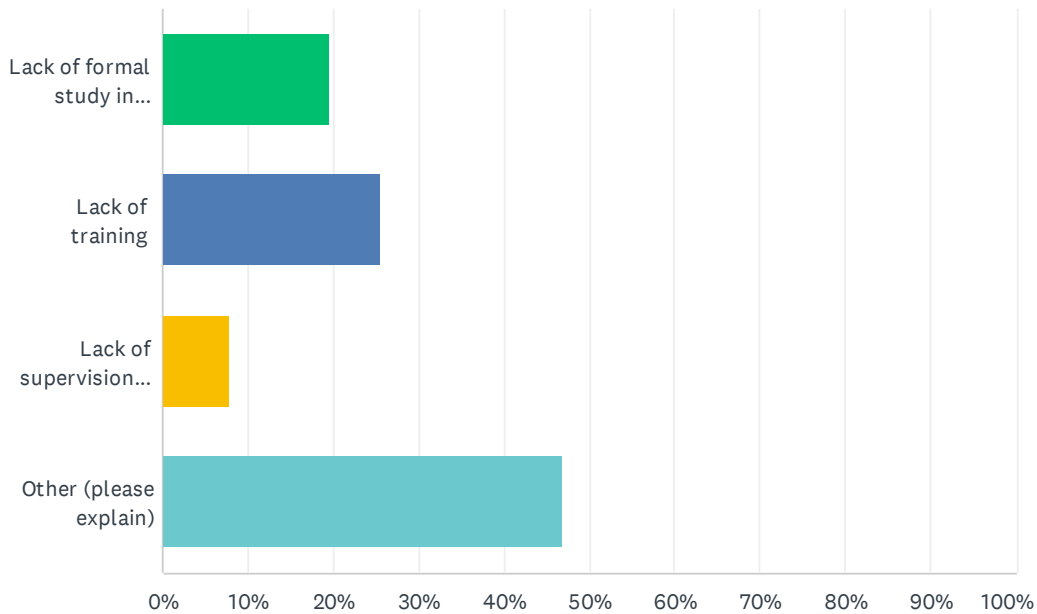
ANSWER CHOICES	RESPONSES	
Lack of formal study in advanced program	19.65%	642
Lack of training	25.59%	836
Lack of supervision opportunities	7.84%	256
Other (please explain)	46.92%	1,533
TOTAL		3,267

#	OTHER (PLEASE EXPLAIN)	DATE
1	None	7/24/2023 7:58 AM
2	Confidentiality	7/24/2023 12:05 AM
3	None	7/23/2023 9:25 PM
4	none so far	7/23/2023 7:40 PM
5	Uncertain if Training is being provided in graduate programs - but would prove beneficial.	7/23/2023 5:45 PM
6	Inadequate clinical supervision of unlicensed therapists working 100% remotely. Early career therapists using telehealth with clients either not appropriate to their needs or too high severity risk.	7/23/2023 12:50 PM
7	None	7/23/2023 11:44 AM
8	None that I am aware of because there are trainings out there	7/23/2023 8:39 AM
9	Continuing education isn't as good (although I have access to more classes). I can't find a consultation group which was easy before	7/22/2023 10:25 PM
10	none	7/22/2023 5:37 PM

11	The data about what is possible and effective and standards seemed to have shifted dramatically during COVID. What was once was considered a rule out for telehealth - such as higher risk levels or even psychotic presentation - seemed much more cut and dry in the trainings we received at the start of the pandemic. Listening to professional discussion sessions put on by leaders in telehealth, these standards do not seem as firm. In our center, we have seen that especially a blend of in person and telehealth with these populations results in more compliance with treatment/higher session attendance than purely in person sessions. However, it is hard to find more current/firmer standards that contradict the guidelines APA trainings that were available at the beginning of the pandemic and seem partially outdated now.	7/22/2023 4:55 PM
12	None	7/22/2023 11:30 AM
13	None for my private practice	7/22/2023 6:53 AM
14	na	7/21/2023 3:53 PM
15	None	7/21/2023 2:30 PM
16	N/a	7/21/2023 12:05 PM
17	Should have in - person experience as a clinician	7/21/2023 12:00 PM
18	NA, was in internship and postdoc when the pandemic was happening, so I received ample training	7/21/2023 7:00 AM
19	None	7/21/2023 6:54 AM
20	Training does exist, which has been very helpful. However, problems with the ins and outs related to Covid and insurance companies has made some of the training difficult. Will be helpful when telehealth is viewed as truly here to stay.	7/20/2023 1:18 PM
21	Not sure.	7/20/2023 12:55 PM
22	None	7/20/2023 12:01 PM
23	N/A	7/20/2023 10:01 AM
24	none	7/20/2023 8:39 AM
25	None	7/19/2023 9:35 PM
26	None	7/19/2023 9:10 PM
27	none (n/a)	7/19/2023 6:43 PM
28	This is an outdated question. Telehealth uses a link. If you use a phone at all, or have basic technology literacy there is no training requires. This is just another excuse for cottage industry to create a "certification" and charge already over extended healthcare providers a fee. Don't do this.	7/19/2023 3:23 PM
29	None	7/19/2023 2:13 PM
30	How to navigate licensing in other states	7/19/2023 2:06 PM
31	None	7/19/2023 1:09 PM
32	none	7/19/2023 11:00 AM
33	none	7/19/2023 10:40 AM
34	lack of research on efficacy and appropriateness for all populations;	7/19/2023 9:28 AM
35	None	7/19/2023 7:29 AM
36	A required class	7/19/2023 6:55 AM
37	Nothing extraordinary	7/19/2023 4:36 AM
38	None at this point.	7/19/2023 2:52 AM
39	None	7/18/2023 10:37 PM
40	N/a	7/18/2023 10:25 PM

41	I have gotten extensive training in doing telehealth	7/18/2023 8:52 PM
42	none	7/18/2023 8:00 PM
43	none of these apply	7/18/2023 3:24 PM
44	Types of population	7/18/2023 3:18 PM
45	Telephone works for those underprivileged, video is more complex and problematic	7/18/2023 1:56 PM
46	None specifically	7/18/2023 1:34 PM
47	none	7/18/2023 1:27 PM
48	None	7/18/2023 1:17 PM
49	Limitations in supervision, but otherwise makes training easier and more efficient	7/18/2023 1:12 PM
50	None	7/18/2023 12:44 PM
51	none I got training	7/18/2023 12:39 PM
52	Knowing what to tell clients when they have trouble shooting problems when trying to connect via videocall or telehealth	7/18/2023 12:27 PM
53	None	7/18/2023 12:25 PM
54	Different EHR programs	7/18/2023 12:03 PM
55	don't know, have not considered it	7/18/2023 12:01 PM
56	None, I have found there to be plenty of trainings on telehealth.	7/18/2023 11:55 AM
57	This question is unclear to me.	7/18/2023 11:46 AM
58	none, I have found more trainings accessible now that many trainers are using telehealth platforms for their presentations	7/18/2023 11:06 AM
59	none	7/18/2023 10:49 AM
60	none	7/18/2023 10:47 AM
61	none	7/18/2023 10:38 AM
62	none	7/18/2023 10:04 AM
63	None	7/18/2023 9:59 AM
64	n/a. training can be obtained quickly and economically	7/18/2023 9:23 AM
65	None	7/18/2023 9:09 AM
66	training on how the frame changes when utilizing telehealth	7/18/2023 8:51 AM
67	I would actually say that access to Telehealth has expanded training and supervision opportunities and made it more flexible to find times to schedule these trainings or meetings.	7/18/2023 8:41 AM
68	none I have found thus far	7/18/2023 8:27 AM
69	N/A	7/18/2023 7:57 AM
70	None at the moment	7/18/2023 7:49 AM
71	Newly emerging video conferencing methods and confidentiality considerations	7/18/2023 7:07 AM
72	none	7/18/2023 7:02 AM
73	None	7/18/2023 6:12 AM
74	I have taken multiple continuing education classes in TeleHealth	7/18/2023 3:39 AM
75	None	7/18/2023 12:09 AM
76	Lots trainings are available once sought	7/17/2023 10:31 PM

77	None	7/17/2023 9:47 PM
78	all of the above	7/17/2023 9:23 PM
79	None	7/17/2023 9:09 PM
80	N/A	7/17/2023 8:56 PM
81	Learning to read a client's emotions and body language. Some clients sit looking at their computer at an angle, which avoids eye contact (not intentionally). How to direct a client to control their home environment when that is where they are when zooming. Some allow spouses to interrupt session; children opening door to room; poor lighting on client's face, to name a few.	7/17/2023 8:49 PM
82	none, pretty basic	7/17/2023 8:45 PM
83	Application for use with child population; creation of more engaging style/approach. I can be done well. I know some colleagues struggle. I tend to see adolescents and up and it's less challenging.	7/17/2023 8:30 PM
84	None	7/17/2023 8:21 PM
85	N/A	7/17/2023 8:05 PM
86	Harder to focus on training seminars	7/17/2023 8:01 PM
87	Relatively new	7/17/2023 7:54 PM
88	None	7/17/2023 7:53 PM
89	Training is available.	7/17/2023 7:41 PM
90	Decreased quality of training	7/17/2023 7:31 PM
91	none	7/17/2023 7:30 PM
92	I am an experienced psychologist but at 74 yrs old, I am sometimes flummoxed bu technology. Thank goodness for having millennial age children who offer IT support!	7/17/2023 7:28 PM
93	I had to seek out my own group supervision and feedback with other well-established professionals and used my resources from working at Stanford for years in the past to insure we were all HIPPA compliant and had access to tech support.	7/17/2023 7:25 PM
94	Unable to teach new therapists how to read and resonate somatically.	7/17/2023 6:52 PM
95	none	7/17/2023 6:50 PM
96	Again, none. I have been able to find high quality training programs.	7/17/2023 6:45 PM
97	Sometimes harder to build rapport with training audience	7/17/2023 6:32 PM
98	I've taken two courses in telehealth so I am aware of potential issues but I know some clinicians who could benefit from more training in that area. I don't think there has to be barriers because training courses are available if people would only bother to take them.	7/17/2023 6:32 PM
99	None known	7/17/2023 6:28 PM
100	None	7/17/2023 6:04 PM
101	There are ongoing training seminars offered by multiple companies on telehealth, including the Telehealth Certification Institute.	7/17/2023 5:41 PM
102	na	7/17/2023 5:31 PM
103	None	7/17/2023 5:28 PM
104	Essentially, it is another field for doing psychological work. We were educated to experience psychotherapy as an in-person relationship. Telehealth is not the experience of two people in physical relationship.	7/17/2023 5:27 PM
105	not sure	7/17/2023 5:26 PM
106	none	7/17/2023 5:25 PM

107	n/a	7/17/2023 5:12 PM
108	don't know	7/17/2023 4:57 PM
109	none Lot of training available	7/17/2023 4:55 PM
110	None	7/17/2023 4:45 PM
111	None	7/17/2023 4:36 PM
112	None; there are many excellent sets of practice guidance available.	7/17/2023 4:32 PM
113	I am comfortable with Telehealth for now and accept only clients who are comfortable with it too.	7/17/2023 4:12 PM
114	None	7/17/2023 4:08 PM
115	applying techniques to telehealth: ex EMDR	7/17/2023 4:07 PM
116	Lack of supervision and lack of oversight regarding accuracy of professional credentials	7/17/2023 4:03 PM
117	Lack of opportunities to participate in live training events.	7/17/2023 4:03 PM
118	None	7/17/2023 3:52 PM
119	None. Online training is easily accessible	7/17/2023 3:51 PM
120	None in my experience.	7/17/2023 3:26 PM
121	i have had appropriate training	7/17/2023 3:20 PM
122	training in therapy or training in technology?	7/17/2023 3:06 PM
123	The latest intern and post-doc that I supervised had never seen a patient in person until her post doc year. Seems like a huge loss in learning to be present with patients.	7/17/2023 3:06 PM
124	Need to be able to determine appropriateness of telehealth. Privacy, confidentiality, security issues	7/17/2023 3:02 PM
125	none	7/17/2023 2:57 PM
126	none	7/17/2023 2:48 PM
127	We have a lot of experience with trainees using telehealth and it goes quite well. The main issue is ensuring they have the right equipment and private home environment, which is verified by their supervisor. Training is particularly important in training people to conduct telehealth GROUPS, since engagement and participation is sometimes lower in these vs face-to-face groups--e.g., sometimes patients keep their cameras off.	7/17/2023 2:48 PM
128	some patients are unable to manage getting on zoom and want phone calls, which is inferior treatment to video synchronous zoom.	7/17/2023 2:41 PM
129	None	7/17/2023 2:37 PM
130	None	7/17/2023 2:28 PM
131	NONE	7/17/2023 2:25 PM
132	Resources for sharing electronic homework, etc other than email.	7/17/2023 2:21 PM
133	None	7/17/2023 2:21 PM
134	N/A	7/17/2023 2:20 PM
135	Learning to deal with client aberrations through the computer	7/17/2023 2:15 PM
136	None	7/17/2023 2:12 PM
137	none	7/17/2023 2:01 PM
138	We have completed prior training and could benefit from routine updates.	7/17/2023 1:53 PM
139	none at this time	7/17/2023 1:49 PM
140	no barriers	7/17/2023 1:34 PM

141	none	7/17/2023 1:33 PM
142	Generally, this area is not a problem.	7/17/2023 1:29 PM
143	Mone	7/17/2023 1:28 PM
144	none	7/17/2023 1:27 PM
145	None	7/17/2023 1:25 PM
146	I have been fortunate not to have encounter unsurmountable barriers	7/17/2023 1:25 PM
147	None	7/17/2023 1:25 PM
148	How to garner info otherwise easily garnered with in-person. For instance-how dysmorphic is a clients body dysmorphia if you can only see their face? Can't observe emotional cues from body language etc.	7/17/2023 1:24 PM
149	None	7/17/2023 1:24 PM
150	None	7/17/2023 1:21 PM
151	None	7/17/2023 1:20 PM
152	None	7/17/2023 1:11 PM
153	Students really miss out on pt / client relationships. They are not adequately trained in safety procedures etc. in a field that struggles with quality assurance, consistent outcomes the added variables here make the practice somewhat suspect. It does have a place arguably but should not supersede in person work etc.	7/17/2023 1:11 PM
154	None	7/17/2023 1:09 PM
155	none	7/17/2023 1:03 PM
156	None	7/17/2023 12:59 PM
157	none	7/17/2023 12:59 PM
158	None.	7/17/2023 12:58 PM
159	None	7/17/2023 12:57 PM
160	None	7/17/2023 12:56 PM
161	none	7/17/2023 12:51 PM
162	I'm aware of certificate programs in telehealth. However, the curriculum doesn't seem worthwhile for the time and effort. I've read so helpful literature that helped me adapt to telehealth (and teleeducation as was necessary in the early days of the pandemic).	7/17/2023 12:50 PM
163	None	7/17/2023 12:47 PM
164	Unknown	7/17/2023 12:47 PM
165	none	7/17/2023 12:45 PM
166	None	7/17/2023 12:44 PM
167	Telehealth is very much a gift to supervisors who can now observe the work of their supervisees much more easily than they ever could without telehealth. This is an ethical issue since supervisors should be observing the work of their unlicensed supervisees and even licensed folks ask me to watch their work as part of consultation. Of course, with written permission of their clients. As a trainer, I focus on this "live" observation aspect as a big part of the Supervisor Trainings that I do.	7/17/2023 12:33 PM
168	I haven't noticed any.	7/17/2023 12:32 PM
169	Not much, its easy to do internet video or call, issue is, is it always as good as in person.	7/17/2023 12:30 PM
170	None. Fortunately I was trained in my training program	7/17/2023 12:29 PM
171	N/A	7/17/2023 12:28 PM

172	None	7/17/2023 12:25 PM
173	Issues of platform	7/17/2023 12:22 PM
174	lack of technical expertise	7/17/2023 12:18 PM
175	None in this area that I've encountered	7/17/2023 12:16 PM
176	Provider's need for adapting services and interventions through Telehealth services and the myth that efficacy rate is lower than in-person therapy.	7/17/2023 12:16 PM
177	Not sure how much training is needed	7/17/2023 12:13 PM
178	None	7/17/2023 12:13 PM
179	None	7/17/2023 12:07 PM
180	none	7/17/2023 12:05 PM
181	None	7/17/2023 12:04 PM
182	There are none	7/17/2023 12:03 PM
183	It is no different than moving established "chair" patients to the couch, when you start with seeing the patients in person (same location). New patients need to start via video. They can move to phone as comfortable.	7/17/2023 12:02 PM
184	none	7/17/2023 11:57 AM
185	None. I am fortunate enough to have trained during the pandemic.	7/17/2023 11:56 AM
186	None for me	7/17/2023 11:54 AM
187	Don't know	7/17/2023 11:53 AM
188	N/A	7/17/2023 11:50 AM
189	n/a	7/17/2023 11:47 AM
190	none	7/17/2023 11:45 AM
191	Just take the CE courses. There is plenty of opportunity to learn.	7/17/2023 11:44 AM
192	none	7/17/2023 11:44 AM
193	None	7/17/2023 11:40 AM
194	None	7/17/2023 11:37 AM
195	none	7/17/2023 11:35 AM
196	None	7/17/2023 11:32 AM
197	None in my practice.	7/17/2023 11:32 AM
198	Screen fatigue	7/17/2023 11:31 AM
199	No real barriers	7/17/2023 11:30 AM
200	n/a	7/17/2023 11:30 AM
201	None	7/17/2023 11:29 AM
202	Client training needed	7/17/2023 11:22 AM
203	training not yet consistent across the profession because popularity of telehealth is so new	7/17/2023 11:22 AM
204	None for me, attend The Trust free telehealth trainings over COVID to be up to speed on ethical and practice concerns.	7/17/2023 11:19 AM
205	lack of specific psych assessment resources and comfort by contractors for video and phone assessments	7/17/2023 11:19 AM
206	none	7/17/2023 11:19 AM

207	N/A	7/17/2023 11:18 AM
208	Again, I do not intend to use it - I guess it boils down to my attitude toward telehealth in general.	7/17/2023 11:18 AM
209	none	7/17/2023 11:17 AM
210	none	7/17/2023 11:17 AM
211	None	7/17/2023 11:15 AM
212	None	7/17/2023 11:15 AM
213	Possibly lack of training, but people seem to avail themselves of training as they go. Not sure if this question is supposed to apply to me, or in general.	7/17/2023 11:14 AM
214	NA	7/17/2023 11:13 AM
215	none	7/17/2023 11:12 AM
216	Again, for me or for others? For me none, I have a tech background. For others, I think they could have used formal training the older folks in particular. I think that ship sailed FOUR years ago so this is a stupid question to ask now. ABSOLUTELY do not waste our time with requiring CEs or something dumb like that. Most young psychologists entering the workforce are quite savvy in this regard especially the ones I've supervised.	7/17/2023 11:12 AM
217	None	7/17/2023 11:11 AM
218	None	7/17/2023 11:10 AM
219	None	7/17/2023 11:09 AM
220	none	7/17/2023 11:08 AM
221	None	7/17/2023 11:08 AM
222	None	7/17/2023 11:07 AM
223	I took training programs for CEU's and found it adequate to begin process.	7/17/2023 11:07 AM
224	None	7/17/2023 11:05 AM
225	none	7/17/2023 11:03 AM
226	None. I have received formal training through multiple agencies I partner with	7/17/2023 11:00 AM
227	none	7/17/2023 10:59 AM
228	None	7/17/2023 10:57 AM
229	forensic applications limited and sometimes contraindicated	7/17/2023 10:56 AM
230	None	7/17/2023 10:56 AM
231	The Medical Board closing the practice of telehealth.	7/17/2023 10:56 AM
232	None	7/17/2023 10:55 AM
233	None	7/17/2023 10:55 AM
234	I have found training courses that have been very effective in helping structure and conduct online sessions.	7/17/2023 10:55 AM
235	I would like additional seminars in telehealth training - although the workshops I have taken have been excellent.	7/17/2023 10:54 AM
236	This was a fast transition to use of telehealth due to COVID. There are no training barriers.	7/17/2023 10:53 AM
237	none	7/17/2023 10:53 AM
238	none	7/17/2023 10:52 AM
239	None	7/17/2023 10:52 AM
240	None	7/17/2023 10:51 AM

241	None	7/17/2023 10:51 AM
242	In the tech-savvy Bay Area where I practice there have not really been any consistent barriers. Occasionally a client's internet strength has required switching platforms…	7/17/2023 10:51 AM
243	None	7/17/2023 10:51 AM
244	None	7/17/2023 10:50 AM
245	N/A	7/17/2023 10:50 AM
246	None	7/17/2023 10:49 AM
247	None	7/17/2023 10:48 AM
248	None	7/17/2023 10:48 AM
249	none	7/17/2023 10:47 AM
250	Lack of support by licensing.	7/17/2023 10:47 AM
251	Have not experienced barriers in this area	7/17/2023 10:47 AM
252	none	7/17/2023 10:46 AM
253	lack of patient training.	7/17/2023 10:46 AM
254	N/A	7/17/2023 10:46 AM
255	None	7/17/2023 10:45 AM
256	None	7/17/2023 10:44 AM
257	NA	7/17/2023 10:44 AM
258	none	7/17/2023 10:44 AM
259	As an experienced clinician, over 35 years, I have sought the training needed, and use my clinical judgment to understand that telehealth is not appropriate for all. While I personally prefer in person, I do have clients where telehealth is better for them, and provides access to some where there would be none. Or the opportunity to work with me vs someone local to them and that has not worked out.	7/17/2023 10:44 AM
260	While I have no formal training in telehealth, I do take MCEP courses addressing telehealth issues. I began phone sessions more than 20 years ago when established clients moved out of driving distance from my office; so I feel long expe3rie3nce has compensated for lack of formal training. formal	7/17/2023 10:44 AM
261	Lack of experience as we learn for whom it works.	7/17/2023 10:43 AM
262	None	7/17/2023 10:43 AM
263	none	7/17/2023 10:42 AM
264	none	7/17/2023 10:42 AM
265	None	7/17/2023 10:42 AM
266	Lack of training on using platforms/technology	7/17/2023 10:42 AM
267	None	7/17/2023 10:40 AM
268	practical on the job training and consultation	7/17/2023 10:40 AM
269	Inequitable access to training or supervision for newer clinicians	7/17/2023 10:40 AM
270	None	7/17/2023 10:40 AM
271	I really don't think much training is needed to provide telehealth. It is all just common sense. As long as people are familiar enough with basic computer technology, it isn't an issue.	7/17/2023 10:39 AM
272	Prefer in person	7/17/2023 10:39 AM
273	none but more of such trainings will be helpful.	7/17/2023 10:39 AM

274	None	7/17/2023 10:38 AM
275	none	7/17/2023 10:37 AM
276	None	7/17/2023 10:37 AM
277	I have come across no inherent obstacles of these sorts to telehealth training. Perhaps any modifications in training specific to telehealth would be a concern, but this is a field of inquiry for which conclusive research remains to be done, so far as I am aware.	7/17/2023 10:37 AM
278	None	7/17/2023 10:36 AM
279	None	7/17/2023 10:36 AM
280	None	7/17/2023 10:36 AM
281	None that I have realized or encountered.	7/17/2023 10:36 AM
282	none, for me	7/17/2023 10:36 AM
283	Difficulty recording for supervision	7/17/2023 10:35 AM
284	None	7/17/2023 10:35 AM
285	None. VA has training	7/17/2023 10:35 AM
286	None	7/17/2023 10:34 AM
287	The need for a more sophisticated study of the long-term effectiveness (or limitations) of telehealth-based psychological treatment.	7/17/2023 10:33 AM
288	None	7/17/2023 10:33 AM
289	None.	7/17/2023 10:33 AM
290	None	7/17/2023 10:32 AM
291	N/A	7/17/2023 10:32 AM
292	none	7/17/2023 10:32 AM
293	none	7/17/2023 10:32 AM
294	none	7/17/2023 10:31 AM
295	None	7/17/2023 10:31 AM
296	None noted	7/17/2023 10:31 AM
297	none	7/17/2023 10:31 AM
298	None in my experience	7/17/2023 10:31 AM
299	None	7/17/2023 10:30 AM
300	None	7/17/2023 10:30 AM
301	none	7/17/2023 10:29 AM
302	N/A	7/17/2023 10:29 AM
303	None noted.	7/17/2023 9:45 AM
304	None: I have found none of the above training barriers to providing telehealth services.	7/16/2023 11:58 AM
305	I have not encountered training barriers	7/15/2023 10:30 PM
306	No significant barriers	7/15/2023 6:57 PM
307	none	7/15/2023 4:25 PM
308	Psychologists continuing to do Telehealth with out of state clients. This comes under lack of training, I guess. Although they know the law of the state board prohibiting this, they continue to do so without consequence.	7/15/2023 3:35 PM

309	None to identify	7/15/2023 10:30 AM
310	None	7/15/2023 7:55 AM
311	None	7/14/2023 10:00 PM
312	None	7/14/2023 8:22 PM
313	I do not know how valuable or necessary "training" in telehealth is.	7/14/2023 4:18 PM
314	?	7/14/2023 2:29 PM
315	None	7/14/2023 12:33 PM
316	Public perception	7/14/2023 11:59 AM
317	None	7/14/2023 10:54 AM
318	None	7/14/2023 8:50 AM
319	All the above	7/13/2023 7:18 PM
320	Lack of good evidence based activities for keeping children and youth engaged in telehealth	7/13/2023 6:55 PM
321	I have been trained. I took the Trust training	7/13/2023 3:18 PM
322	N/A	7/13/2023 2:53 PM
323	Lack of ability to determine appropriateness for each client's situation.	7/13/2023 11:57 AM
324	None	7/13/2023 11:03 AM
325	None	7/13/2023 9:45 AM
326	For me, no real barriers. Prior to becoming a psychologist, I spend over 20 years in the information technology field and have a Bachelor's in Computer Science. So, the tech part comes easy to me and I've been able to figure out the intangible aspects over time.	7/13/2023 8:29 AM
327	Psychologists in practice may have challenges adjusting to telehealth, but training programs seem to be providing training/supervision with telehealth.	7/13/2023 7:31 AM
328	Training (CEU's) should be mandatory.	7/12/2023 6:19 PM
329	None	7/12/2023 4:27 PM
330	Lack of uniform guidance from state to state.	7/12/2023 3:57 PM
331	None	7/12/2023 3:25 PM
332	None	7/12/2023 2:17 PM
333	Most of us were thrust into telehealth during Covid, though I did some prior to that time when a patient was not feeling well enough to drive. I sought training for optimal performance.	7/12/2023 1:43 PM
334	Training needs to be repeated after not having technology to offer Telehealth	7/12/2023 1:04 PM
335	Traditional resistance and suspicion of lack of efficacy. As one who was totally opposed to Telehealth, I have been amazed at its capabilities and benefits. There are limits, such as young children, assessment process and patient resistance or phobias about technology. Training and ample research is available for those of us who initially resisted acceptance.	7/12/2023 12:41 PM
336	I think telehealth increases training opportunities	7/12/2023 11:40 AM
337	Nothing experienced	7/12/2023 11:33 AM
338	None	7/12/2023 10:43 AM
339	None	7/12/2023 10:43 AM
340	All of the above	7/12/2023 10:40 AM
341	All of the above	7/12/2023 10:36 AM
342	none	7/12/2023 10:07 AM

343	None	7/12/2023 8:54 AM
344	none	7/12/2023 7:16 AM
345	Not observed	7/12/2023 7:00 AM
346	none	7/12/2023 6:17 AM
347	None	7/12/2023 4:44 AM
348	It might be beneficial to have a training on working with clients over telehealth. How to handle resistance, assessing body language when you aren't getting the same effect as if you were in person, etc.	7/11/2023 6:41 PM
349	none	7/11/2023 6:16 PM
350	None	7/11/2023 5:54 PM
351	None	7/11/2023 5:30 PM
352	NA	7/11/2023 5:13 PM
353	none	7/11/2023 5:12 PM
354	n/a	7/11/2023 2:57 PM
355	None	7/11/2023 2:38 PM
356	none	7/11/2023 2:24 PM
357	Inability to identify why clients (and many clinicians) prefer to meet in-person and recreate the experience through telehealth	7/11/2023 2:06 PM
358	lack of space to build professional community	7/11/2023 1:57 PM
359	Coping with the extra focus it takes to meet over video	7/11/2023 1:16 PM
360	none	7/11/2023 12:46 PM
361	I Didn't have formal training but have interviewed and assessed using the internet in conjuction with: reviewing pertinent documentation, telephone connections, etc	7/11/2023 12:24 PM
362	Training and supervision are available.	7/11/2023 12:16 PM
363	none	7/11/2023 11:42 AM
364	I enjoy attending training sessions virtually. I don't teach.	7/11/2023 11:14 AM
365	n/a	7/11/2023 11:04 AM
366	I'd say lack of training, but I have taken CE's on it.	7/11/2023 10:53 AM
367	There was no formal training in my graduate program	7/11/2023 10:46 AM
368	N/A	7/11/2023 10:35 AM
369	Training is important (and I found what I needed through a CEU course). Going into telehealth was "inspired" by COVID-19 as I presume it was for many providers. It took some adjustments but turned out to be more effective than I originally expected.	7/11/2023 10:33 AM
370	None	7/11/2023 10:09 AM
371	None	7/11/2023 9:54 AM
372	For me, none exist. Some of my clients find it easier to disclose relevant personal information via telehealth.	7/11/2023 9:39 AM
373	Learned by necessity	7/11/2023 9:31 AM
374	None.	7/11/2023 9:26 AM
375	no training barriers	7/11/2023 9:07 AM
376	None	7/11/2023 8:59 AM

377	lack of training of platform	7/11/2023 8:56 AM
378	Access to favorite Support materials ready to use online	7/11/2023 8:46 AM
379	telehealth is here to stay and formal review and training should be implemented	7/11/2023 8:44 AM
380	N/A I do 3-6 hours of Telehealth training a year	7/11/2023 8:19 AM
381	none	7/11/2023 8:13 AM
382	Lack of training on providing therapy via telehealth. Was trial-and-error in beginning. Includes how to recognize nonverbal behaviors when remote	7/11/2023 7:59 AM
383	None	7/11/2023 7:57 AM
384	Are you referring to training in using telehealth? I don't see that that is needed. I don't know what I don't know, I guess. Not having problems. Referring to doing CPD trainings online? Also, no problem. Appreciate the greater access.	7/11/2023 7:45 AM
385	None	7/11/2023 7:26 AM
386	None	7/11/2023 7:19 AM
387	N/A	7/11/2023 7:17 AM
388	No significant barriers	7/11/2023 7:06 AM
389	unknown	7/11/2023 7:02 AM
390	n/a	7/11/2023 6:33 AM
391	Training is difficult to follow	7/11/2023 6:01 AM
392	It is hard for a supervisor to see everything that is going on via telehealth. A supervisee can easily "hide".	7/11/2023 5:53 AM
393	None	7/11/2023 5:50 AM
394	Bibe	7/11/2023 5:48 AM
395	None	7/11/2023 5:27 AM
396	None	7/11/2023 4:27 AM
397	Training is not necessary for telehealth, it is not that different than seeing patients in person!! It simply makes access more possible for more people.	7/11/2023 12:15 AM
398	None	7/10/2023 11:43 PM
399	None	7/10/2023 11:35 PM
400	Needing to consider unique considerations to telehealth (privacy considerations, ability to control tx environment, safety issues for patient disclosure)	7/10/2023 11:32 PM
401	None	7/10/2023 11:29 PM
402	None	7/10/2023 11:18 PM
403	All of the above	7/10/2023 11:09 PM
404	Lack of research efficacy	7/10/2023 9:45 PM
405	None	7/10/2023 9:37 PM
406	knowing what the rules/laws are that are stated simplistically and readily available. I don't want to have to search for information to clarify whether I can or can't do something.	7/10/2023 9:34 PM
407	None	7/10/2023 9:08 PM
408	none	7/10/2023 8:55 PM
409	None of the above. Training and supervision opportunities abound.	7/10/2023 8:42 PM
410	The norm should be to practice therapy in person as a trainee with ability to do telehealth- not the other way around	7/10/2023 8:37 PM

411	None	7/10/2023 8:23 PM
412	None	7/10/2023 8:13 PM
413	None	7/10/2023 7:46 PM
414	None. I've taken course work	7/10/2023 7:35 PM
415	Rules don't seem to be consistent between insurance and State	7/10/2023 7:35 PM
416	None	7/10/2023 7:34 PM
417	Important to now be included and available.	7/10/2023 7:31 PM
418	None	7/10/2023 7:29 PM
419	None	7/10/2023 7:26 PM
420	None	7/10/2023 7:25 PM
421	No comment.	7/10/2023 7:20 PM
422	N/A	7/10/2023 7:20 PM
423	None	7/10/2023 7:06 PM
424	View of 'psychotherapy' as a 24/7 service changes the nature and depth of work achieved by clinical service that is provided for a 'emotionally corrective experience'.	7/10/2023 6:36 PM
425	none noted	7/10/2023 6:25 PM
426	none	7/10/2023 6:13 PM
427	Telehealth is relatively new to our profession. More could be done to insure that we are provided with the most training possible.	7/10/2023 6:09 PM
428	Not sure.	7/10/2023 5:55 PM
429	None	7/10/2023 5:51 PM
430	None	7/10/2023 5:51 PM
431	None	7/10/2023 5:51 PM
432	none	7/10/2023 5:49 PM
433	I have none	7/10/2023 5:44 PM
434	Plenty of training available	7/10/2023 5:39 PM
435	None	7/10/2023 5:37 PM
436	Nothing special	7/10/2023 5:27 PM
437	none	7/10/2023 5:18 PM
438	None	7/10/2023 5:17 PM
439	This survey appears to miss the most important ethical issues I observe...that FOR PROFIT companies that are run by TECHIES do not understand nor care about the therapists/patients. Witness recently a company that fired 15% of the therapists with no warning, such that there was no consideration for patient care in going through termination and referrals	7/10/2023 5:16 PM
440	Access to emergency services on the spot if patient needs immediate safety intervention	7/10/2023 4:59 PM
441	None	7/10/2023 4:54 PM
442	Need to stay abreast of latest guidelines	7/10/2023 4:41 PM
443	N/A	7/10/2023 4:29 PM
444	It would be great to have more CPA sponsored CEUS for this	7/10/2023 4:25 PM
445	None	7/10/2023 4:25 PM

446	None	7/10/2023 4:23 PM
447	Noting really . Easy to do Downton need much explanation other than for testing	7/10/2023 4:23 PM
448	NA	7/10/2023 4:09 PM
449	none	7/10/2023 3:57 PM
450	All of the above	7/10/2023 3:47 PM
451	I took a few courses as soon as they were available during COVID	7/10/2023 3:42 PM
452	retired now so cannot call myself a psychologist	7/10/2023 3:39 PM
453	None	7/10/2023 3:30 PM
454	It was a steep learning curve in March 2020 when suddenly my entire practice shifted online, but it now feels more clear	7/10/2023 3:24 PM
455	None	7/10/2023 3:21 PM
456	None	7/10/2023 3:19 PM
457	None	7/10/2023 3:15 PM
458	None	7/10/2023 3:11 PM
459	Besides the inappropriateness of certain clients for telehealth, I see fee barriers a psychologist cannot hurdle.	7/10/2023 2:59 PM
460	Singular interstate training module.	7/10/2023 2:59 PM
461	none	7/10/2023 2:58 PM
462	No barriers	7/10/2023 2:57 PM
463	none	7/10/2023 2:49 PM
464	No issues	7/10/2023 2:48 PM
465	None	7/10/2023 2:37 PM
466	I feel I have received training from APAT in approximately 10-15 hours of training by their professional staff of psychologists and attorney, in addition to numerous APA approved CEU training workshops on the professional use of telehealth.	7/10/2023 2:35 PM
467	None	7/10/2023 2:29 PM
468	There are none.	7/10/2023 2:24 PM
469	No barriers, there are plenty of training opportunities.	7/10/2023 2:22 PM
470	I do not think any of these are barriers for me.	7/10/2023 2:11 PM
471	None	7/10/2023 2:10 PM
472	None.	7/10/2023 2:07 PM
473	none	7/10/2023 2:06 PM
474	I've noticed none yet I try to do in office at least first time -I use same skills I office as on phone I am an interactive therapist so have so far encountered no issues	7/10/2023 2:06 PM
475	n/a	7/10/2023 2:05 PM
476	None	7/10/2023 2:01 PM
477	I believe the quality of care is diminished, particularly when dealing with clients whom one has not known from previous in person meetings	7/10/2023 2:01 PM
478	None	7/10/2023 1:48 PM
479	None	7/10/2023 1:47 PM
480	None, I feel well-prepared for telehealth as technology is very much integrated into my daily	7/10/2023 1:35 PM

personal life.

481	None, as much training is available online.	7/10/2023 1:33 PM
482	none	7/10/2023 1:29 PM
483	can't think of any. not sure why you need too much training in telehealth. It's pretty simple. Perhaps some, like making sure you always ask the pt's physical location at start of appt, and make sure you have their address, in case they have a heart attack, or you need to initiate a 5150, wellness check, etc.	7/10/2023 1:27 PM
484	None	7/10/2023 1:26 PM
485	none	7/10/2023 1:24 PM
486	Training for answers one and two are plentiful. Not sure what supervision opportunities would be a training barrier for telehealth.	7/10/2023 1:24 PM
487	None	7/10/2023 1:18 PM
488	Marketing to potential patients and elderly pts. Being comfy with computers	7/10/2023 1:16 PM
489	One adjustment has been to check with each patient upon calling them on the phone if this is a good time for a session or not. Sometimes they are shopping, at the bank, driving, or in some other way not prepared to work on confidential issues.	7/10/2023 1:10 PM
490	none	7/10/2023 1:07 PM
491	None	7/10/2023 1:02 PM
492	The supervisors are on the same learning curve	7/10/2023 1:02 PM
493	Some older clients have difficulty using technology	7/10/2023 1:00 PM
494	Unclear regulations prior to the pandemic. Prior to the pandemic, telehealth was not a modality reimbursed by insurance, clear training to update the rules/regulations surrounding telehealth would be helpful.	7/10/2023 12:58 PM
495	none	7/10/2023 12:57 PM
496	None	7/10/2023 12:55 PM
497	I live outside of CA and am a participating psychologist of PSYPACT and am required to have a min. of 3 CEs per renewal cycle specifically in telehealth. CA needs to join PSYPACT for many reasons and I'm so very hopeful this can be revisited by the board!	7/10/2023 12:48 PM
498	None	7/10/2023 12:47 PM
499	None	7/10/2023 12:43 PM
500	None	7/10/2023 12:43 PM
501	None	7/10/2023 12:43 PM
502	None for me. I was trained by the people I work for.	7/10/2023 12:41 PM
503	none	7/10/2023 12:40 PM
504	My comment is that although I do some sessions in person every week (for clients in a facility), I find that telehealth sessions I do weekly (for other clients who live at home) are somehow just as effective and beneficial as the in-person sessions. I think that telehealth is a large part of the future of Psychology and helpful in getting psychological support to more people who very much need psychological services.	7/10/2023 12:39 PM
505	none	7/10/2023 12:38 PM
506	at one point, ideas about proper use if telehealth were evolving less so now	7/10/2023 12:37 PM
507	None	7/10/2023 12:34 PM
508	None	7/10/2023 12:31 PM
509	Very little training of parents for the purposes of my service. I just recommend that parents use	7/10/2023 12:29 PM

the link to the meeting about 10 minutes early in order to download my platform for the first meeting. I only use online resources for an initial parent meeting and follow-up feedback meeting.

510	N/A to me so I don't know	7/10/2023 12:28 PM
511	None	7/10/2023 12:26 PM
512	None	7/10/2023 12:26 PM
513	none	7/10/2023 12:26 PM
514	none	7/10/2023 12:15 PM
515	None	7/10/2023 12:14 PM
516	none	7/10/2023 12:11 PM
517	None	7/10/2023 12:09 PM
518	I don't see training as an issue - Many CEU courses available.	7/10/2023 12:09 PM
519	none. there are some good courses out there.	7/10/2023 12:06 PM
520	Telehelth is an expedient, not a true health form.	7/10/2023 12:05 PM
521	None	7/10/2023 12:03 PM
522	I'm comfortable with my HIPPA compliant platform and the ability to reach clients in varied circumstances.	7/10/2023 12:03 PM
523	none	7/10/2023 12:01 PM
524	None	7/10/2023 12:00 PM
525	knowing regulation changes as they pertain to telehealth	7/10/2023 12:00 PM
526	Lack of formal training regarding ethical concerns	7/10/2023 11:59 AM
527	I'm working with children you have to make sure you touch base with parents. Since you don't usually have interaction you need to make a point in scheduling	7/10/2023 11:59 AM
528	I am not sure about this question	7/10/2023 11:58 AM
529	None for my practice.	7/10/2023 11:57 AM
530	none	7/10/2023 11:55 AM
531	None	7/10/2023 11:54 AM
532	I personally do not have any issues. This is self explanatory	7/10/2023 11:51 AM
533	None	7/10/2023 11:48 AM
534	None for me	7/10/2023 11:45 AM
535	I haven't encountered training barriers.	7/10/2023 11:42 AM
536	N/A	7/10/2023 11:39 AM
537	None	7/10/2023 11:37 AM
538	CEOs and other company managers need to be less biased about age and appearance.	7/10/2023 11:37 AM
539	I have taken 4 telehealth training seminars-one each year since the pandemic. Important.	7/10/2023 11:37 AM
540	None	7/10/2023 11:36 AM
541	none	7/10/2023 11:36 AM
542	Training interns is difficult and supervision more difficult	7/10/2023 11:34 AM
543	Don't understand the question	7/10/2023 11:34 AM
544	None	7/10/2023 11:32 AM

545	none	7/10/2023 11:32 AM
546	Not that I can think of	7/10/2023 11:31 AM
547	Lack of interpersonal connection with in-person clients	7/10/2023 11:28 AM
548	none	7/10/2023 11:27 AM
549	None	7/10/2023 11:27 AM
550	No issues	7/10/2023 11:26 AM
551	none	7/10/2023 11:25 AM
552	took awhile to be brought up to speed	7/10/2023 11:25 AM
553	none	7/10/2023 11:23 AM
554	None, love telelhealth!	7/10/2023 11:22 AM
555	during the quarantine there was a rush for us as a field to learn and provide telehealth where as many of us didn't go through this training during graduate study so we had to learn on the go so to speak	7/10/2023 11:22 AM
556	I have not encountered much barriers, I was able to access more trainings and train with experts from all over the country.	7/10/2023 11:22 AM
557	N/A	7/10/2023 11:20 AM
558	N/A, I believe there are plenty of courses on telehealth available.	7/10/2023 11:18 AM
559	We need to be able to get CEUs specific to tech problems and how such interferes with sessions, rapport, etc.	7/10/2023 11:17 AM
560	I feel well trained to provide tele-health psychology services and have immediate IT support (but hardly need to use it).	7/10/2023 11:17 AM
561	Again I myself do not view the above to be a problem as there are many training programs available if one chooses to explore them and supervision is also not an issue if one chooses to reach out and find those that are offering supervision. Plus the platforms I am using to obtain also have opportunities for providers to discuss their cases.	7/10/2023 11:17 AM
562	None	7/10/2023 11:14 AM
563	As long as a person can operate a computer program, there are no significant barriers. Only those without any skills would need some training.	7/10/2023 11:13 AM
564	None	7/10/2023 11:12 AM
565	N/A	7/10/2023 11:12 AM
566	All of the above.	7/10/2023 11:12 AM
567	lack of recognition that psychologists can provide ethical and effective telehealth service without unnecessary added requirements for training, especially when such training is often merely a turf grab	7/10/2023 11:12 AM
568	No barriers to training etc	7/10/2023 11:09 AM
569	None	7/10/2023 11:08 AM
570	None	7/10/2023 11:08 AM
571	none	7/10/2023 11:08 AM
572	N/A for me	7/10/2023 11:08 AM
573	None. Providers have adapted to using telehealth effectively	7/10/2023 11:07 AM
574	Na	7/10/2023 11:06 AM
575	I don't experience barriers.	7/10/2023 11:06 AM
576	none	7/10/2023 11:03 AM

577	none	7/10/2023 11:02 AM
578	None	7/10/2023 11:01 AM
579	None	7/10/2023 10:59 AM
580	none	7/10/2023 10:58 AM
581	none	7/10/2023 10:58 AM
582	None	7/10/2023 10:58 AM
583	None	7/10/2023 10:58 AM
584	I've not experienced any of the above	7/10/2023 10:58 AM
585	For me, telehealth has been working well for most clients. However, we are unable to see young clients due to telehealth.	7/10/2023 10:57 AM
586	None	7/10/2023 10:56 AM
587	None	7/10/2023 10:56 AM
588	none	7/10/2023 10:55 AM
589	none	7/10/2023 10:55 AM
590	No non verbal communication	7/10/2023 10:53 AM
591	None. There are lots of webinars out there to help. And it's pretty easy to transition to telehealth.	7/10/2023 10:52 AM
592	NONE	7/10/2023 10:52 AM
593	None	7/10/2023 10:52 AM
594	None	7/10/2023 10:51 AM
595	No group support when doing TH in private practice	7/10/2023 10:51 AM
596	none	7/10/2023 10:50 AM
597	none	7/10/2023 10:50 AM
598	None	7/10/2023 10:49 AM
599	For many that are not technologically savvy, it decreases efficacy and effectiveness. The rapport building is often harder for those not used to the visual medium. Being aware of your body language on screen is important.	7/10/2023 10:49 AM
600	None	7/10/2023 10:48 AM
601	None	7/10/2023 10:48 AM
602	None	7/10/2023 10:46 AM
603	None	7/10/2023 10:45 AM
604	None	7/10/2023 10:44 AM
605	None	7/10/2023 10:44 AM
606	None	7/10/2023 10:44 AM
607	none	7/10/2023 10:43 AM
608	COVID19 began explosion in telehealth. before that, telehealth was frowned upon so there was not much training or focus on it. now that it has, hopefully, become a more respectable, viable option, there needs to be more training, particularly around ethics and technology, including using the telephone, not just video platforms.	7/10/2023 10:42 AM
609	None	7/10/2023 10:39 AM
610	Not found difficulty.	7/10/2023 10:39 AM

611	None. Online training availabile	7/10/2023 10:38 AM
612	I am not sure to what degree it can be used with pt's that are seriously isolated	7/10/2023 10:38 AM
613	Lack of training specifically in telehealth.	7/10/2023 10:37 AM
614	none - i was formally trained in telehealth services	7/10/2023 10:36 AM
615	The benefits of face-to -ace supervision are lost if some of supervision is not in-person	7/10/2023 10:36 AM
616	Pt may not have internet or availability	7/10/2023 10:35 AM
617	None	7/10/2023 10:35 AM
618	none	7/10/2023 10:34 AM
619	Have to seek out classes/ training opportunities	7/10/2023 10:33 AM
620	None	7/10/2023 10:32 AM
621	None	7/10/2023 10:32 AM
622	N/A	7/10/2023 10:31 AM
623	None	7/10/2023 10:30 AM
624	None	7/10/2023 10:29 AM
625	None	7/10/2023 10:28 AM
626	None	7/10/2023 10:28 AM
627	None	7/10/2023 10:28 AM
628	Don't know	7/10/2023 10:28 AM
629	None	7/10/2023 10:28 AM
630	NA	7/10/2023 10:28 AM
631	None	7/10/2023 10:25 AM
632	none	7/10/2023 10:25 AM
633	none	7/10/2023 10:23 AM
634	I don't understand the question.	7/10/2023 10:23 AM
635	N/A	7/10/2023 10:22 AM
636	I don't see any problems it's harder with some patients	7/10/2023 10:22 AM
637	unsure as I have found numerous trainings on telehealth and how to effectively use telehealth for clients.	7/10/2023 10:21 AM
638	Honestly, telehealth is very similar to in-person practice at this point. The technology is ubiquitous and everyone knows how to use teleconferencing software post-COVID. The only issue facing California clinicians is being cut out of Psypact.	7/10/2023 10:21 AM
639	Na	7/10/2023 10:21 AM
640	None	7/10/2023 10:20 AM
641	Lack of hiring opportunities for associates based on supervision providers and discrimination	7/10/2023 10:20 AM
642	Lack of reliable information about suitability different technology hardware and software products from both a functional and legal/regulatory perspective. Word of mouth and cursory blog/listserv discussions are not always reliable/helpful.	7/10/2023 10:20 AM
643	None	7/10/2023 10:19 AM
644	none	7/10/2023 10:18 AM
645	N/A	7/10/2023 10:17 AM

646	N/A	7/10/2023 10:17 AM
647	There is a HUGE risk to training someone new to provide Telehealth when they have no experience treating patients in the office. There is a BIUG difference and trainees should have a minimum of 5 years experience in the office before providing Telehealth	7/10/2023 10:16 AM
648	none	7/10/2023 10:15 AM
649	None	7/10/2023 10:15 AM
650	none	7/10/2023 10:15 AM
651	In 2023, most folks will have the digital frameworks to access an appointment link via email. "Training" whether for providers or patients is just another capitalist opportunity for the cottage industry to exploit the Telehealth revolution. No one needs to be Savvy to use Telehealth, and the cognitive mapping of PHI is straightforward. There were obvious exploitative "Telehealth Certifications" that emerged with the pandemic.	7/10/2023 10:15 AM
652	N/A	7/10/2023 10:12 AM
653	none	7/10/2023 10:12 AM
654	None	7/10/2023 10:11 AM
655	I don't know enough to comment....	7/10/2023 10:11 AM
656	None	7/10/2023 10:10 AM
657	None	7/10/2023 10:10 AM
658	Lack of practical procedures resources for adapting to requirements for telehealth, for example standardized forms that can be used.	7/10/2023 10:10 AM
659	Unfamiliarity with technology accompanied by lack of technical support	7/10/2023 10:09 AM
660	none	7/10/2023 10:08 AM
661	N/A	7/10/2023 10:08 AM
662	None	7/10/2023 10:07 AM
663	None	7/10/2023 10:07 AM
664	access to	7/10/2023 10:06 AM
665	None in my field	7/10/2023 10:06 AM
666	I am very highly trained in telehealth via the VA, but I imagine this is the biggest obstacle for others.	7/10/2023 10:06 AM
667	NA	7/10/2023 10:05 AM
668	None	7/10/2023 10:05 AM
669	None	7/10/2023 10:05 AM
670	none	7/10/2023 10:03 AM
671	None	7/10/2023 10:03 AM
672	none	7/10/2023 10:01 AM
673	None, I think training opportunities are available to clinicians who look for them	7/10/2023 10:01 AM
674	Nonr	7/10/2023 10:00 AM
675	None	7/10/2023 10:00 AM
676	Different proceedure code modifiers for different insurers, no universal standard	7/10/2023 10:00 AM
677	None	7/10/2023 9:58 AM
678	None	7/10/2023 9:58 AM
679	None	7/10/2023 9:57 AM

680	N/A	7/10/2023 9:57 AM
681	N/A	7/10/2023 9:57 AM
682	Jail-prison personnel understanding need for privacy when using it	7/10/2023 9:57 AM
683	N/A	7/10/2023 9:57 AM
684	None	7/10/2023 9:57 AM
685	None	7/10/2023 9:56 AM
686	N/A telehealth widens the amount of training and supervision possible b/c can get training and supervision across the state.	7/10/2023 9:56 AM
687	I have been studying use of the telephone and video since writing my dissertation	7/10/2023 9:56 AM
688	None since training was provided by the private practice company.	7/10/2023 9:56 AM
689	None	7/10/2023 9:56 AM
690	None	7/10/2023 9:55 AM
691	none	7/10/2023 9:55 AM
692	lots of training out there	7/10/2023 9:55 AM
693	none	7/10/2023 9:54 AM
694	none	7/10/2023 9:54 AM
695	Not sure	7/10/2023 9:54 AM
696	None	7/10/2023 9:54 AM
697	None	7/10/2023 9:53 AM
698	I see no barriers.	7/10/2023 9:53 AM
699	none	7/10/2023 9:53 AM
700	None	7/10/2023 9:52 AM
701	None	7/10/2023 9:51 AM
702	none	7/10/2023 9:51 AM
703	none	7/10/2023 9:51 AM
704	I don't find any training barriers to telehealth - but my predoctoral internship was 100% virtual due to the pandemic so I received extensive training in it.	7/10/2023 9:51 AM
705	None-I took a couple courses in telehealth	7/10/2023 9:51 AM
706	all of the above	7/10/2023 9:50 AM
707	None, its better. Easy to record Zoom sessions for supervision purposes, for example.	7/10/2023 9:50 AM
708	Na	7/10/2023 9:50 AM
709	None	7/10/2023 9:49 AM
710	none	7/10/2023 9:49 AM
711	None - all can be found if you want to gain knowledge and experience but it can be costly getting that knowledge	7/10/2023 8:54 AM
712	none	7/10/2023 7:35 AM
713	While telehealth isn't new, even starting in the pandemic, it became widespread, and thus there was no existing training on telehealth. As we have become accustomed to it, however, training has been made available as needed.	7/9/2023 9:13 PM
714	I have found and completed many trainings on telehealth, so I do not see this as a barrier	7/9/2023 8:26 AM

715	none	7/8/2023 3:38 PM
716	Having to learn patient mannerisms, cues via video.	7/7/2023 4:39 PM
717	NO	7/6/2023 8:08 PM
718	None, I pursued telehealth certification through the APA Trust Insurance department and feel very competent to use telehealth.	7/6/2023 4:18 PM
719	I feel like I have been able to find training post-licensure, but in this day and age, it would be helpful to incorporate preparation for telehealth into coursework and training of psychologists pre-licensure!	7/6/2023 11:19 AM
720	I have not experienced any barriers	7/6/2023 10:55 AM
721	None	7/5/2023 8:23 PM
722	N/A	7/5/2023 4:45 PM
723	I don't know what is meant by "Lack of formal study in advanced program." I currently supervise predoctoral interns, both in-person and via telehealth, without a problem.	7/5/2023 2:25 PM
724	none	7/5/2023 1:39 PM
725	Lack of understanding at a management/admin level of how to run and support a telehealth practice. That and generally being opposed to it for personal reasons (seriously, look into the recent scandalous medical director at NSH who's still involved at a high admin level - there's multiple levels of shady going on in between all the nepotism that higher ups keep sweeping under the rug).	7/5/2023 10:53 AM
726	No significant barriers.	7/5/2023 10:04 AM
727	None	7/4/2023 6:11 PM
728	none	7/4/2023 11:35 AM
729	I have not found any barriers. I took a course for certified telehealth provider on PESI	7/4/2023 6:39 AM
730	Increased training in Telehealth provided to children.	7/3/2023 7:44 PM
731	Not really a barrier, but with COVID precautions, we all had to "learn on the job."	7/3/2023 6:36 PM
732	n/a	7/3/2023 1:00 PM
733	none	7/3/2023 11:31 AM
734	None	7/3/2023 10:18 AM
735	None	7/3/2023 7:59 AM
736	Lack of studies regarding the results of telehealth	7/2/2023 5:24 PM
737	None in my practice	7/2/2023 4:58 PM
738	None	7/2/2023 3:53 PM
739	none	7/2/2023 1:28 PM
740	NA	7/2/2023 11:57 AM
741	APA and CPA have done an excellent job of training us.	7/2/2023 10:49 AM
742	na	7/2/2023 10:25 AM
743	None	7/2/2023 10:23 AM
744	Lack of in person training opportunities - some recent trainees have mostly trained with telehealth	7/2/2023 10:21 AM
745	For training doctoral students, sometimes their home university objects to telehealth supervision	7/1/2023 8:58 PM
746	None	7/1/2023 8:10 PM

747	I found all of these	7/1/2023 7:01 PM
748	none	7/1/2023 6:15 PM
749	I don't work with trainees.	6/30/2023 10:37 PM
750	None	6/30/2023 5:22 PM
751	I attended a telehealth continuing education seminar and found it to be quite helpful, I then consulted with peers regarding logistics.	6/30/2023 5:22 PM
752	none	6/30/2023 2:22 PM
753	None.	6/30/2023 1:05 PM
754	all of the above	6/30/2023 12:48 PM
755	None of the above apply.	6/30/2023 12:29 PM
756	Initially, there wasn't enough training but it is so much part of my practice now that it doesn't feel that different.	6/30/2023 11:21 AM
757	None	6/30/2023 10:11 AM
758	None that I can think of	6/30/2023 9:45 AM
759	none	6/30/2023 9:17 AM
760	NA	6/30/2023 5:50 AM
761	I have not had any.	6/29/2023 8:29 PM
762	none	6/29/2023 7:10 PM
763	None	6/29/2023 7:04 PM
764	n/a although ongoing training would be welcome	6/29/2023 5:47 PM
765	none	6/29/2023 5:01 PM
766	None that I have encountered	6/29/2023 4:09 PM
767	the training that is available is not updated	6/29/2023 2:05 PM
768	none	6/29/2023 12:19 PM
769	None. If a practioner is proactive and pursues specific education relevant to telehealth that includes staying up to date on relevant information there really are no barriers. I believe supervision needs to happen in person.	6/29/2023 12:13 PM
770	None	6/29/2023 11:33 AM
771	None, I've taken advanced TeleHealth courses (continuing eduction)	6/29/2023 10:42 AM
772	none for me	6/29/2023 10:36 AM
773	None	6/29/2023 10:09 AM
774	NONE	6/29/2023 9:52 AM
775	Lack of access to unscheduled feedback and advice	6/29/2023 9:06 AM
776	none	6/29/2023 7:54 AM
777	It is fairly easy to learn how to use most of the teletherapy services, but Zoom is the easiest and most clients are familiar with Zoom. I need to take the time to do more advanced training with Zoom.	6/29/2023 1:40 AM
778	Lack of training and assessment measures were not designed for or normed for Telehealth.	6/29/2023 1:21 AM
779	NA	6/28/2023 10:42 PM
780	I do not think special training is needed, just basic guidance.	6/28/2023 10:39 PM
781	For me, none of the above	6/28/2023 10:13 PM

782	Since COVID, I'm not sure if they are training barriers or lack of supervision opportunities.	6/28/2023 8:59 PM
783	None.	6/28/2023 8:22 PM
784	None	6/28/2023 6:23 PM
785	Programs need to ensure that learners receive adequate hours understanding ethics and other aspects of telehealth delivery.	6/28/2023 6:20 PM
786	None	6/28/2023 5:22 PM
787	none, telehealth is pretty easy to use as clinician	6/28/2023 4:51 PM
788	none	6/28/2023 4:45 PM
789	Need more experts in the field to offer training	6/28/2023 4:40 PM
790	None	6/28/2023 4:30 PM
791	N/A	6/28/2023 4:13 PM
792	all of the above: Lack of formal study in doctoral programs; lack of training; lack of supervision opportunities for trainees. In addition, inappropriate burdens on doctoral students in terms of time commuting, expenses involved with commuting, assumptions by supervisors that students have cars, lack of consideration about exorbitant costs of parking in San Francisco, ableism, etc.	6/28/2023 4:05 PM
793	I ah e not found any. Most new hire applicants are very familiar with providing telehealth MH tx.	6/28/2023 3:56 PM
794	None	6/28/2023 3:27 PM
795	I would say no barriers because webinars are available on the topic	6/28/2023 2:01 PM
796	N/A	6/28/2023 1:57 PM
797	None	6/28/2023 1:52 PM
798	None	6/28/2023 1:23 PM
799	n/a	6/28/2023 1:15 PM
800	I am not that technologically savvy so if there are technical issues that arise, I may be limited to the extent that I can resolve them.	6/28/2023 11:53 AM
801	no major barriers	6/28/2023 11:42 AM
802	none	6/28/2023 11:15 AM
803	dk, not involved in training	6/28/2023 11:03 AM
804	None.	6/28/2023 10:51 AM
805	Frequently changing standards/ regulations for supervision via remote platforms	6/28/2023 10:35 AM
806	None	6/28/2023 9:56 AM
807	Of course training is needed with every new thing. Let each new telehealth modality come with a video. It doesn't need a new "requirement" for training.	6/28/2023 9:45 AM
808	none	6/28/2023 9:34 AM
809	None for me as I train others in this.	6/28/2023 8:55 AM
810	Possibly safety	6/28/2023 7:49 AM
811	None	6/28/2023 6:15 AM
812	N/A	6/27/2023 10:56 PM
813	Computer related; setting expectations about need to shift to audio	6/27/2023 9:25 PM
814	Everyone in our clinic knows how to use telehealth. None of these barriers exist for our clinicians.	6/27/2023 9:10 PM

815	NA	6/27/2023 8:55 PM
816	Some older students struggle with the technological aspects of providing Telehealth.	6/27/2023 8:47 PM
817	I am unfamiliar with training barriers for use of psychotherapy.	6/27/2023 8:44 PM
818	n/a	6/27/2023 8:24 PM
819	None	6/27/2023 8:19 PM
820	Programs that disallow Telehealth. It increases equity when supervision IS allowed	6/27/2023 8:14 PM
821	I haven't had any barriers. Zoom is handy for answering questions. There have been some good webinars on what's needed, especially in the beginning of Covid.	6/27/2023 7:58 PM
822	there are many ways to get trained on how to use telehealth and innovations are happening all the time	6/27/2023 6:06 PM
823	More research and training will be needed over time to help therapists understand the benefits and challenges of providing treatment via telehealth	6/27/2023 5:34 PM
824	I took training courses.	6/27/2023 5:33 PM
825	Not providing CE credit for existing telehealth trainings; cost of telehealth trainings	6/27/2023 5:30 PM
826	none	6/27/2023 5:16 PM
827	supervision needs to be conducted through telehealth	6/27/2023 4:51 PM
828	None	6/27/2023 4:49 PM
829	None, it was a smooth transition for me during covid.	6/27/2023 4:35 PM
830	difficult to differentiate uniqueness of therapeutic connection from other interpersonal interactions and to train to provide it, when it occurs remotely and with more possible interferences	6/27/2023 4:19 PM
831	none for me	6/27/2023 4:08 PM
832	N/a	6/27/2023 4:05 PM
833	None, personally	6/27/2023 4:01 PM
834	None	6/27/2023 3:29 PM
835	None	6/27/2023 3:21 PM
836	N/A	6/27/2023 3:12 PM
837	none	6/27/2023 3:06 PM
838	few, if any	6/27/2023 2:42 PM
839	n/a	6/27/2023 2:41 PM
840	Few barriers	6/27/2023 2:38 PM
841	none	6/27/2023 2:18 PM
842	N/A	6/27/2023 2:07 PM
843	Na	6/27/2023 1:51 PM
844	Non	6/27/2023 1:42 PM
845	Therapists may require training on the specific guidelines, ethical considerations, and legal requirements related to conducting therapy through telehealth.	6/27/2023 1:36 PM
846	lack of technology to allow remote assistance with equipment	6/27/2023 1:28 PM
847	I don't know any. Have gotten training as needed easy enough.	6/27/2023 1:15 PM
848	None that I'm aware of...but I'm a late career psychologist.	6/27/2023 1:11 PM
849	none	6/27/2023 1:05 PM

850	n/a	6/27/2023 12:53 PM
851	na	6/27/2023 12:52 PM
852	none	6/27/2023 12:50 PM
853	Provider has to make sure they learn about issues in providing Telehealth.	6/27/2023 12:48 PM
854	The question asks about barriers. I would agree that it would be good to have all three of the above, but they are not barriers, per se.	6/27/2023 12:46 PM
855	N/A	6/27/2023 12:39 PM
856	I have a son-in-law who manages IT for a large foundation and he is generally available for my issues c.2-5 hours quarterly. I also recently subscribed to the Geek Squad and that has been very helpful. Also I have a bookkeeper who is comfortable on the computer and she is able to do all billing and processing of money for taxes etc.	6/27/2023 12:38 PM
857	none	6/27/2023 12:35 PM
858	None - I supervise a certified psychometrist who does standardized testing. If pts come into office and have not been vaccinated they're seen in a telehealth office in my suite with good cameras, sound bars, microphones, and two monitors so I can see the patient and can see what the patient sees, e.g., that stimuli are clear and straight.	6/27/2023 12:33 PM
859	none	6/27/2023 12:30 PM
860	Taking the time to do it. Training barriers for my clients. They can all do FaceTime.	6/27/2023 12:20 PM
861	some older population requires assistance in set up	6/27/2023 12:16 PM
862	None	6/27/2023 12:13 PM
863	None that I am aware of I have been doing this since before Covid	6/27/2023 12:09 PM
864	None	6/27/2023 12:00 PM
865	0	6/27/2023 11:59 AM
866	None	6/27/2023 11:50 AM
867	I am not immersed enough in any training contexts to comment on this question.	6/27/2023 11:33 AM
868	na	6/27/2023 11:29 AM
869	none	6/27/2023 11:25 AM
870	I see no training barriers to telehealth. If you are a licensed psychologist you have the training to provide psychological therapy in any medium.	6/27/2023 11:22 AM
871	Not sure	6/27/2023 11:15 AM
872	Na	6/27/2023 11:07 AM
873	none so far	6/27/2023 11:05 AM
874	I have not used it so I do not know	6/27/2023 11:05 AM
875	NONE	6/27/2023 11:02 AM
876	none	6/27/2023 10:59 AM
877	None	6/27/2023 10:57 AM
878	none identified	6/27/2023 10:44 AM
879	I am a seasoned psychologist and know what type of client can handle telehealth. I do refer more severe cases to an in office therapist. Most patients are really liking it. I have changed my practice to be more creative-walking with patients-especially teens, meeting at a coffee shop, park, where I inform patients that although we are far away from others that their session might not be totally confidential. They all are agreeing to the idea and meeting like that every once in awhile. Most like the idea of meeting in person and also the flexibility of also totally using telehealth.	6/27/2023 10:44 AM

880	None	6/27/2023 10:37 AM
881	none	6/27/2023 10:29 AM
882	None	6/27/2023 10:29 AM
883	N/A	6/27/2023 10:16 AM
884	not sure any specific training is required, I conduct the same therapy whether on zoom or in person	6/27/2023 10:10 AM
885	None	6/27/2023 10:07 AM
886	none	6/27/2023 10:01 AM
887	none	6/27/2023 9:45 AM
888	I am unaware of training limitations in the larger sense	6/27/2023 9:39 AM
889	None	6/27/2023 9:37 AM
890	None. Very effective.	6/27/2023 9:37 AM
891	none	6/27/2023 9:32 AM
892	None. We have adapted well and it a trainable form of therapy	6/27/2023 9:28 AM
893	None	6/27/2023 8:57 AM
894	There are plenty of options for training in telehealth for therapists.	6/27/2023 8:56 AM
895	when we all used to report to the office, a big call center, we could listen to our collegues while they were on their calls. it was really good to her how others explained things differently or ways to reframe certain topics. it was great way to learn!	6/27/2023 8:52 AM
896	none for me	6/27/2023 8:47 AM
897	None	6/27/2023 8:44 AM
898	I was part of the team that set up telehealth for the Army between the field and the base. All providers needs is short video training of the basics (use a phone as backup, keep printed list of clients contact info and know how to call their local police dept if needed, tell tell them you wont do therapy while they are driving or with a friend in the car etc). Once you use video format it's no different than working in an office. Do you need training in what to do if the electricity is down and there is no AC in your in brick and mortar office and it's 110 degrees out? What if there is a storm and clients cant get into the office, Clients have mobility issues and cant get to your office? I think you get my point.	6/27/2023 8:44 AM
899	I am a member of Stanford Psychiatry Immersion Technology Consortium. Attendees range for Zoom to in person. Guessing 40% are using virtual technology without training or supervision.	6/27/2023 8:38 AM
900	None	6/27/2023 8:24 AM
901	clarity about the law governing interstate practice	6/27/2023 8:18 AM
902	None	6/27/2023 8:04 AM
903	In-person requirements for 1:1 supervision.	6/27/2023 8:04 AM
904	No barriers as it was easy to get training over the tele training	6/27/2023 7:53 AM
905	NA	6/27/2023 7:42 AM
906	None for me	6/27/2023 7:34 AM
907	Don't know	6/27/2023 7:31 AM
908	none	6/27/2023 7:24 AM
909	Lack of training and research on psychological testing via remote means.	6/27/2023 7:04 AM
910	None	6/27/2023 6:58 AM
911	N/a. There are great on demand trainings to take about this	6/27/2023 6:51 AM

912	this hasn't been a problem	6/27/2023 6:49 AM
913	None	6/27/2023 6:45 AM
914	None	6/27/2023 6:35 AM
915	None, I have obtained advanced training and feel very skilled in this service	6/27/2023 6:29 AM
916	none	6/27/2023 6:14 AM
917	Difficulty getting advanced complex therapy technique/approach	6/27/2023 5:54 AM
918	None experienced	6/27/2023 5:43 AM
919	I'm not sure I understand the question. I lacked training at the start of the Pandemic. But the skills can be learned. I presume telehealth skills are being taught in graduate schools now.	6/27/2023 5:42 AM
920	None	6/27/2023 5:21 AM
921	Have not experienced this.	6/27/2023 5:21 AM
922	Q	6/27/2023 5:10 AM
923	Difficult to get on the spot technical assistance when needed.	6/27/2023 5:01 AM
924	At this point should be a part of any grad training program, if not already	6/27/2023 4:40 AM
925	N/a	6/27/2023 1:41 AM
926	None	6/27/2023 1:14 AM
927	all of the above	6/27/2023 1:13 AM
928	None at this point. Our profession had to pivot quickly and we did. It seems to me that boards and the organizations that represent us are looking for ways to create barriers that do not exist, e.g., require training now that we are more than three years into this. Somehow, we have managed just fine without "make work" training requirements. There is absolutely no need to be implementing extra training now that we are all comfortable with telehealth.	6/27/2023 1:01 AM
929	None	6/27/2023 12:33 AM
930	none. I had the training	6/26/2023 11:34 PM
931	Difficult if using in person and Zoom	6/26/2023 11:27 PM
932	none	6/26/2023 11:16 PM
933	none	6/26/2023 11:11 PM
934	All of the above. It is really important to have training to provide assessment via telehealth, for example.	6/26/2023 11:08 PM
935	more continuing ed courses addressing telehealth would be helpful.	6/26/2023 11:00 PM
936	None	6/26/2023 10:59 PM
937	N/a	6/26/2023 10:54 PM
938	None	6/26/2023 10:50 PM
939	Very few. Most students are trained in some form of telehealth now.	6/26/2023 10:45 PM
940	N/A	6/26/2023 10:42 PM
941	none	6/26/2023 10:40 PM
942	None	6/26/2023 10:35 PM
943	at present there are various and competing views of Telehealth.	6/26/2023 10:28 PM
944	Have not experienced anything significant	6/26/2023 10:18 PM
945	Lack of focus on engagement of consumers on Telehealth only services	6/26/2023 10:09 PM
946	Telehealth training is easily provided via online training	6/26/2023 10:06 PM

947	None, as I have completed two CE courses in telehealth therapy.	6/26/2023 10:05 PM
948	None	6/26/2023 10:01 PM
949	none	6/26/2023 9:54 PM
950	None. Many of my continuing education trainings are all online, and they discuss working with clients online, too.	6/26/2023 9:52 PM
951	None	6/26/2023 9:51 PM
952	none	6/26/2023 9:51 PM
953	NA	6/26/2023 9:50 PM
954	None	6/26/2023 9:47 PM
955	Unsure	6/26/2023 9:41 PM
956	None	6/26/2023 9:40 PM
957	N/A	6/26/2023 9:39 PM
958	n/a	6/26/2023 9:38 PM
959	Telemedicine training falls short of the quality of in person training for the same reasons teletherapy is lesser than in person therapy	6/26/2023 9:37 PM
960	none	6/26/2023 9:19 PM
961	N/A	6/26/2023 9:16 PM
962	I have not experienced training barriers. The VA and professional organizations have provided sufficient education, training and support.	6/26/2023 9:14 PM
963	None	6/26/2023 9:10 PM
964	I've found various sources of good training since 2020 so, despite the fact that the pandemic brought me "kicking and screaming" (metaphorically, of course) into using telehealth, I've found few barriers once I overcame my professional concerns about it.	6/26/2023 9:08 PM
965	None	6/26/2023 9:07 PM
966	Everyone is learning.	6/26/2023 9:03 PM
967	Hard to teach testing remotely	6/26/2023 9:03 PM
968	I don't know what might make it smoother and more effective	6/26/2023 8:56 PM
969	None	6/26/2023 8:50 PM
970	not sure	6/26/2023 8:49 PM
971	Clients need training in using telehealth technology.	6/26/2023 8:46 PM
972	none	6/26/2023 8:39 PM
973	None.	6/26/2023 8:34 PM
974	Telehealth should not be at the core of any graduate level clinical training. There still needs to be unbias research comparing the efficacy of telehealth to in-person treatment. There is the theory that the current epidemic of mental illness in American society is due to human disconnectedness, and that mental health interventions delivered through the impersonal virtual platform over the past few years has perpetuated and perhaps contributed to such. Furthermore, many private practice clinicians are not engaged in quality therapy, for virtual interventions allow for superficial interaction, thereby delaying and drawing out the course of treatment - all to the expense of the client (both financial as well as emotional).	6/26/2023 8:34 PM
975	none	6/26/2023 8:33 PM
976	None	6/26/2023 8:31 PM
977	none	6/26/2023 8:29 PM

978	None	6/26/2023 8:28 PM
979	None	6/26/2023 8:26 PM
980	I have not encountered any	6/26/2023 8:26 PM
981	Unknown	6/26/2023 8:23 PM
982	None	6/26/2023 8:00 PM
983	Unsure	6/26/2023 7:57 PM
984	None	6/26/2023 7:56 PM
985	Lack of long-term clarity if telehealth will be permitted for supervision.	6/26/2023 7:55 PM
986	I have not experienced training barriers.	6/26/2023 7:46 PM
987	None, we've obtained and provided training and supervision opportunities for telehealth	6/26/2023 7:41 PM
988	New modality of treatment that clients sometimes are reluctant to use.	6/26/2023 7:36 PM
989	none	6/26/2023 7:32 PM
990	Na	6/26/2023 7:27 PM
991	None	6/26/2023 7:22 PM
992	None	6/26/2023 7:19 PM
993	n/a	6/26/2023 7:18 PM
994	none	6/26/2023 7:17 PM
995	None	6/26/2023 7:13 PM
996	Since the pandemic, I think clinicians need updated training on telehealth.	6/26/2023 7:10 PM
997	None	6/26/2023 7:07 PM
998	none	6/26/2023 7:06 PM
999	Nonr	6/26/2023 7:04 PM
1000	None	6/26/2023 7:00 PM
1001	None. I was lucky to have training in providing telehealth due to research studies I was on during graduate school.	6/26/2023 6:56 PM
1002	None	6/26/2023 6:51 PM
1003	None	6/26/2023 6:47 PM
1004	None	6/26/2023 6:44 PM
1005	NA we don't perceive any barriers and provide video supervision	6/26/2023 6:41 PM
1006	I have not experienced training barriers.	6/26/2023 6:39 PM
1007	I received formal training b/c I sought it out. Don't know how widespread that is.	6/26/2023 6:37 PM
1008	It's been fairly simple to do for me, but some may need guidance. I took a workshop once and didn't find it valuable.	6/26/2023 6:31 PM
1009	I don't think there are any training barriers, at least not that I can see.	6/26/2023 6:30 PM
1010	Lack of onsite in vivo learning from working in an IRL agency	6/26/2023 6:29 PM
1011	n/a	6/26/2023 6:29 PM
1012	For me there aren't any.	6/26/2023 6:28 PM
1013	all of the above could be barriers but many organizations (e.g., APA, National Register, graduate programs) have offered many training opportunities to cover the above	6/26/2023 6:25 PM
1014	n/a	6/26/2023 6:24 PM

1015	N/A	6/26/2023 6:23 PM
1016	na	6/26/2023 6:22 PM
1017	Telehealth has worked great for me an my colleagues. It has allowed us to enhance and expand services. I like the flexibility of meeting virtually and in person. Access to services increases.	6/26/2023 6:21 PM
1018	none	6/26/2023 6:21 PM
1019	Lack of tech expertise and troubleshooting capability	6/26/2023 6:19 PM
1020	None	6/26/2023 6:17 PM
1021	There are no training barriers. Great training that covers almost all topics have been available.	6/26/2023 6:16 PM
1022	I have not experienced any training barriers.	6/26/2023 6:15 PM
1023	None	6/26/2023 6:14 PM
1024	What?	6/26/2023 6:09 PM
1025	I dont see any	6/26/2023 6:09 PM
1026	None	6/26/2023 6:09 PM
1027	I haven't seen training programs which might be eligible for CE credits, although there might be some which haven't come to my attention. On the other hand I haven't felt I've needed training and I would not like for there to be a mandated course	6/26/2023 6:09 PM
1028	None; there are many tele-health webinars and CEUs.	6/26/2023 6:08 PM
1029	None	6/26/2023 6:06 PM
1030	?	6/26/2023 6:05 PM
1031	I didn't experience any of the above.	6/26/2023 6:05 PM
1032	none	6/26/2023 6:03 PM
1033	From our liability companies, we are mostly told about the risks of telehealth, email, texting -- but we are all doing it. The risk information has not kept pace with how we all actually work and what our clients demand.	6/26/2023 6:01 PM
1034	None	6/26/2023 6:00 PM
1035	None	6/26/2023 5:59 PM
1036	I am not sure that "barrier" fits as well here as need for continuing/future development. I have found a number of CE workshops for providers on telehealth to be really helpful and these kinds of opportunities should be continued.	6/26/2023 5:57 PM
1037	None	6/26/2023 5:56 PM
1038	We all trained on our feet during covid and can move between platforms when tech does not work	6/26/2023 5:56 PM
1039	Most clinicians have ample computer experience.	6/26/2023 5:55 PM
1040	None	6/26/2023 5:53 PM
1041	I am not "fluent" in the technology of teleconferencing as it relates to HIPPA compliance.	6/26/2023 5:52 PM
1042	None	6/26/2023 5:49 PM
1043	None. Training in telehealth has been abundant from continuing education providers and from my employer.	6/26/2023 5:48 PM
1044	none on my end	6/26/2023 5:43 PM
1045	None	6/26/2023 5:41 PM
1046	NONE	6/26/2023 5:38 PM

1047	none	6/26/2023 5:38 PM
1048	Need tone and behavioral information	6/26/2023 5:37 PM
1049	None	6/26/2023 5:33 PM
1050	n/a	6/26/2023 5:31 PM
1051	None	6/26/2023 5:29 PM
1052	I have taken the offered coursework in telehealth and have been talking on the phone since childhood. The training has been excellent. Technology and expenses have been the curse and the blessing and insurance has cut reimbursement.	6/26/2023 5:29 PM
1053	None	6/26/2023 5:23 PM
1054	None	6/26/2023 5:21 PM
1055	None	6/26/2023 5:20 PM
1056	Unknown	6/26/2023 5:16 PM
1057	None	6/26/2023 5:14 PM
1058	I didn't have any of these and it works fine. More research in application of interventions via telehealth	6/26/2023 5:12 PM
1059	none	6/26/2023 5:12 PM
1060	As noted above, clear advice as to which platforms/apps are or aren't HIPAA compliant re security. This has been addressed at some Ethics seminars since height of Covid.	6/26/2023 5:11 PM
1061	Clear expectations, training, and requirements	6/26/2023 5:09 PM
1062	none	6/26/2023 5:08 PM
1063	none	6/26/2023 5:07 PM
1064	I trained myself over a weekend when the state shut down.	6/26/2023 5:07 PM
1065	none	6/26/2023 5:05 PM
1066	N/A	6/26/2023 5:01 PM
1067	Some more acute patients, if not all on telehealth, need to be seen in person once a year or more and not only do telehealth.	6/26/2023 5:01 PM
1068	None	6/26/2023 5:00 PM
1069	None	6/26/2023 5:00 PM
1070	none because I have training.	6/26/2023 4:58 PM
1071	none	6/26/2023 4:55 PM
1072	California is not a psypact state. When my clients move, our work ends.	6/26/2023 4:55 PM
1073	None	6/26/2023 4:53 PM
1074	None	6/26/2023 4:52 PM
1075	None	6/26/2023 4:51 PM
1076	none	6/26/2023 4:49 PM
1077	None	6/26/2023 4:48 PM
1078	none	6/26/2023 4:47 PM
1079	Understanding of the nuances associated with telehealth (i.e., potential issues/scenarios) before starting and supports needed to ensure telehealth is conducted in a HIPPA compliant manner	6/26/2023 4:47 PM
1080	Good therapy is good therapy no matter what medium you use. I read a number of emails and articles on using telehealth and then attended an ethics roundtable on the subject as well. But	6/26/2023 4:45 PM

truthfully, within a week of COVID, I had figured out how to circumvent problems and deal with issues that come up.

1081	none	6/26/2023 4:44 PM
1082	None	6/26/2023 4:42 PM
1083	None, my supervisees love being able to telework and reduce the financial burden of their edication	6/26/2023 4:40 PM
1084	Not sure I understand the question	6/26/2023 4:39 PM
1085	None	6/26/2023 4:37 PM
1086	Client access to necessary technologies	6/26/2023 4:37 PM
1087	Easy access to information	6/26/2023 4:36 PM
1088	none	6/26/2023 4:34 PM
1089	None	6/26/2023 4:34 PM
1090	none	6/26/2023 4:33 PM
1091	none	6/26/2023 4:30 PM
1092	None	6/26/2023 4:28 PM
1093	No major barriers so far. Provider took course on training in area	6/26/2023 4:25 PM
1094	None	6/26/2023 4:23 PM
1095	None	6/26/2023 4:20 PM
1096	None	6/26/2023 4:19 PM
1097	I think that there are no training barriers- I find that telehealth is no different than in person. Creating the same safe container as I would with an in-person patient is not a problem or a challenge.	6/26/2023 4:19 PM
1098	none	6/26/2023 4:17 PM
1099	none	6/26/2023 4:17 PM
1100	Lack of research on effectiveness/outcomes	6/26/2023 4:11 PM
1101	I have not experienced issues in this	6/26/2023 4:10 PM
1102	None. When you really focus on connecting with the client, you can. If we were both blind, we wouldn't be sitting on each other's lap!	6/26/2023 4:09 PM
1103	None	6/26/2023 4:08 PM
1104	NA	6/26/2023 4:06 PM
1105	None	6/26/2023 4:06 PM
1106	N/a	6/26/2023 4:06 PM
1107	I have not encountered barriers; the training has been great.	6/26/2023 4:04 PM
1108	None - learn how to use the software... it's not that hard.	6/26/2023 4:04 PM
1109	None	6/26/2023 4:03 PM
1110	None	6/26/2023 4:03 PM
1111	None	6/26/2023 4:01 PM
1112	All of these but they can be overcome	6/26/2023 4:01 PM
1113	None	6/26/2023 4:00 PM
1114	N/A	6/26/2023 4:00 PM

1115	none	6/26/2023 3:57 PM
1116	none. CEU's available to train in telehealth	6/26/2023 3:57 PM
1117	n/a	6/26/2023 3:56 PM
1118	None	6/26/2023 3:52 PM
1119	None	6/26/2023 3:51 PM
1120	not a problem	6/26/2023 3:51 PM
1121	None. I consult with colleagues when indicated. I conducted psychotherapy for 40 years before using Telehealth. I had a great deal of formal training, supervision, and formal study prior to the pandemic.	6/26/2023 3:50 PM
1122	none	6/26/2023 3:47 PM
1123	None	6/26/2023 3:46 PM
1124	My supervision of students has improved since they are doing telehealth. I can see the pt and the student via the recording option in Zoom. Because I am part of a medical center, we already pay for HIPAA compliant Zoom - not sure what I would do if I were only in private practice.	6/26/2023 3:45 PM
1125	none	6/26/2023 3:44 PM
1126	None	6/26/2023 3:43 PM
1127	None.	6/26/2023 3:43 PM
1128	None	6/26/2023 3:42 PM
1129	None.	6/26/2023 3:40 PM
1130	Lack of empirical assessment of the comparable benefits of telegraph vs. in-person treatment.	6/26/2023 3:40 PM
1131	Lack of research investigating telehealth effect on therapeutic relationship, eg--perceptual factors in telehealth that influence therapist and patient interactions; impact of telehealth on process and outcome in different therapeutic modalities (eg, CBT vs Psychoanalytic); is a person on video the same person as the person in person.	6/26/2023 3:40 PM
1132	none	6/26/2023 3:39 PM
1133	Most of us had to seek this out explicitly, but there seem to be adequate training options now.	6/26/2023 3:39 PM
1134	no barriers	6/26/2023 3:36 PM
1135	Na	6/26/2023 3:35 PM
1136	When do trainings, discussion/Q &A via chat is not as effective	6/26/2023 3:31 PM
1137	none	6/26/2023 3:31 PM
1138	Na	6/26/2023 3:30 PM
1139	Sometimes providers and patients alike could use some tech assistance	6/26/2023 3:30 PM
1140	not many	6/26/2023 3:29 PM
1141	None	6/26/2023 3:29 PM
1142	None	6/26/2023 3:28 PM
1143	None at this time	6/26/2023 3:27 PM
1144	None	6/26/2023 3:26 PM
1145	None	6/26/2023 3:26 PM
1146	NONE	6/26/2023 3:26 PM
1147	I don't consider this much of a barrier since there is ample opportunity to learn	6/26/2023 3:23 PM
1148	None	6/26/2023 3:20 PM

1149	I have not encountered any as yet	6/26/2023 3:19 PM
1150	Training is widely available	6/26/2023 3:17 PM
1151	The pandemic changed our field. Clients now expect to be able to access services through telehealth when they are at home and when they are traveling. As such, telehealth should be something that's proactively trained with skills assessed in graduate school, internship and licensure.	6/26/2023 3:17 PM
1152	None	6/26/2023 3:16 PM
1153	I don't know	6/26/2023 3:15 PM
1154	None	6/26/2023 3:15 PM
1155	None	6/26/2023 3:14 PM
1156	The lack of relational, interpersonal-neuropsychological dynamics or connections in the supervisory and therapeutic relationships.	6/26/2023 3:14 PM
1157	Difficulty meeting new colleagues	6/26/2023 3:13 PM
1158	None	6/26/2023 3:12 PM
1159	None	6/26/2023 3:10 PM
1160	There are two outstanding courses on Telehealth that I have found helpful, although not necessary.	6/26/2023 3:10 PM
1161	all of the above.	6/26/2023 3:09 PM
1162	none	6/26/2023 3:07 PM
1163	none that I know of	6/26/2023 3:05 PM
1164	Anyone can access "how to", CEU etc	6/26/2023 3:05 PM
1165	None	6/26/2023 3:03 PM
1166	none	6/26/2023 3:03 PM
1167	Seems like supervisors should make sure to stay connected w/supervisees (emphasis on the weekly individual sessions to ensure unique telehealth challenges are being discussed).	6/26/2023 3:03 PM
1168	None	6/26/2023 3:01 PM
1169	sorry I didn't mean to check that.	6/26/2023 3:01 PM
1170	Lack of research updates	6/26/2023 2:59 PM
1171	None	6/26/2023 2:57 PM
1172	N/A	6/26/2023 2:56 PM
1173	None	6/26/2023 2:56 PM
1174	pitfalls that are only recently uncovered due to COVID	6/26/2023 2:56 PM
1175	none	6/26/2023 2:55 PM
1176	None	6/26/2023 2:53 PM
1177	None	6/26/2023 2:52 PM
1178	none	6/26/2023 2:52 PM
1179	None	6/26/2023 2:51 PM
1180	?	6/26/2023 2:51 PM
1181	It is an inadequate platform for some phases of treatment and types of treatment	6/26/2023 2:50 PM
1182	None	6/26/2023 2:50 PM

1183	none-- training via telehealth provides unique "behind the curtain" opportunities for excelerated learning	6/26/2023 2:49 PM
1184	No problems	6/26/2023 2:49 PM
1185	none	6/26/2023 2:48 PM
1186	none	6/26/2023 2:48 PM
1187	None	6/26/2023 2:47 PM
1188	Telehealth is rather new for me since the pandemic so I never used it. There is more information that has come out and I find it helpful, however, it was trying to figure it out and getting comfortable with it.	6/26/2023 2:47 PM
1189	None	6/26/2023 2:46 PM
1190	None	6/26/2023 2:46 PM
1191	none	6/26/2023 2:46 PM
1192	I can see how telehealth could be challenging for new clinicians. This was not challenging for me once I was clear on the APA and State guidelines.	6/26/2023 2:46 PM
1193	Not sure	6/26/2023 2:46 PM
1194	Having taught classes using remote access enabled me to feel comfortable with telehealth.	6/26/2023 2:44 PM
1195	Clients confused about getting online	6/26/2023 2:42 PM
1196	None for me	6/26/2023 2:42 PM
1197	None	6/26/2023 2:40 PM
1198	None, I work in a university setting and in private practice and have sought out training and continuing education	6/26/2023 2:39 PM
1199	None	6/26/2023 2:37 PM
1200	Lack of access for my elder clients to technology/technology training.	6/26/2023 2:35 PM
1201	none	6/26/2023 2:35 PM
1202	none	6/26/2023 2:33 PM
1203	N/a	6/26/2023 2:32 PM
1204	NA	6/26/2023 2:32 PM
1205	I had training and experience so this was not a barrier. Clients picked up on it quickly.	6/26/2023 2:32 PM
1206	none	6/26/2023 2:31 PM
1207	none for my work	6/26/2023 2:31 PM
1208	n/a	6/26/2023 2:30 PM
1209	None at VA	6/26/2023 2:30 PM
1210	High risk patients with trainees, or patients who suddenly become high risk. Patients who leave the state for brief periods, ie too brief to have them seek treatment elsewhere.	6/26/2023 2:30 PM
1211	none	6/26/2023 2:29 PM
1212	none	6/26/2023 2:29 PM
1213	NA, I have provided support around telehealth to my supervisees	6/26/2023 2:29 PM
1214	None for me	6/26/2023 2:28 PM
1215	It would be helpful for the BoP to put out a list of what we need to do via telehealth. I got go trainings on it but many don't.	6/26/2023 2:26 PM
1216	None	6/26/2023 2:25 PM

1217	N/A	6/26/2023 2:24 PM
1218	None	6/26/2023 2:24 PM
1219	none	6/26/2023 2:23 PM
1220	None.	6/26/2023 2:23 PM
1221	No barriers	6/26/2023 2:23 PM
1222	Using "other" because I think the first two above are appropriate. I am years out of formal study in PhD program- but they definitely didn't talk about it. I had to go looking for general training (and did find it) but it wasn't really clear who knew a lot about it/was reputable as telehealth practice and laws evolved.	6/26/2023 2:23 PM
1223	I can only answer for myself. After 40+ years of face to face treatment provision, telehealth provides no unforeseen barriers	6/26/2023 2:22 PM
1224	None this far.	6/26/2023 2:21 PM
1225	None, there are plenty of courses out there	6/26/2023 2:21 PM
1226	None, I can find all that I need.	6/26/2023 2:21 PM
1227	none	6/26/2023 2:19 PM
1228	none	6/26/2023 2:19 PM
1229	Pretty straightforward	6/26/2023 2:19 PM
1230	No barriers for supervision/training	6/26/2023 2:18 PM
1231	None, actually have pursued as many telehealth trainings as possible.	6/26/2023 2:17 PM
1232	None	6/26/2023 2:16 PM
1233	None	6/26/2023 2:14 PM
1234	Training in the nuanced differences between in-person and telehealth.	6/26/2023 2:14 PM
1235	none	6/26/2023 2:13 PM
1236	None	6/26/2023 2:13 PM
1237	N/a	6/26/2023 2:13 PM
1238	None, I've taken several workshops in telehealth	6/26/2023 2:12 PM
1239	None	6/26/2023 2:11 PM
1240	I completed a certification in telemental health	6/26/2023 2:11 PM
1241	I don't see any specific to telehealth. There are several online training programs, supervisors can be found.	6/26/2023 2:11 PM
1242	none	6/26/2023 2:09 PM
1243	None I can think of.	6/26/2023 2:09 PM
1244	NONE	6/26/2023 2:08 PM
1245	None	6/26/2023 2:08 PM
1246	I don't think it requires specialized training.	6/26/2023 2:07 PM
1247	Already stated more than twice in the previous answers. There needs to be more training and awareness for Zoom and Zendesk and any other customer facing employees who provide telehealth services to people at these technology platforms.	6/26/2023 2:07 PM
1248	None	6/26/2023 2:06 PM
1249	none	6/26/2023 2:06 PM
1250	Cost	6/26/2023 2:06 PM

1251	I'm not sure what this question is asking	6/26/2023 2:05 PM
1252	n/a	6/26/2023 2:04 PM
1253	None	6/26/2023 2:03 PM
1254	none	6/26/2023 2:02 PM
1255	None	6/26/2023 2:02 PM
1256	None	6/26/2023 2:01 PM
1257	No barriers	6/26/2023 2:00 PM
1258	Given that I had to pivot from a 5 suite office during COVID because we could not figure out a protocol for letting people into the waiting room, and that I have been doing this now for 3+ years, it seems that I have gained training. Also, I have taken two courses.	6/26/2023 1:59 PM
1259	None	6/26/2023 1:58 PM
1260	None, other than lack of human contact!	6/26/2023 1:58 PM
1261	None	6/26/2023 1:58 PM
1262	None	6/26/2023 1:58 PM
1263	Supervisors who have never used telehealth and don't understand it. Confusion from supervisors about licensure and board requirements.	6/26/2023 1:58 PM
1264	None	6/26/2023 1:57 PM
1265	None	6/26/2023 1:57 PM
1266	Most health practitioners, and certainly most behavioral health practitioners have a greater than average sophistication in their understanding of technological devices. That has certainly been the case for me, as I had no difficulty converting to telehealth, and then overtime perfecting the methodology.	6/26/2023 1:57 PM
1267	None	6/26/2023 1:57 PM
1268	Na	6/26/2023 1:56 PM
1269	none	6/26/2023 1:55 PM
1270	None	6/26/2023 1:55 PM
1271	None	6/26/2023 1:54 PM
1272	No barriers	6/26/2023 1:54 PM
1273	none	6/26/2023 1:53 PM
1274	None	6/26/2023 1:53 PM
1275	none	6/26/2023 1:52 PM
1276	None	6/26/2023 1:51 PM
1277	I do not feel any barriers, I ave had proper training and continue doing so.	6/26/2023 1:51 PM
1278	Usage has become increasingly familiar during the COVID era.	6/26/2023 1:51 PM
1279	Trainees not having any opportunities for in-person care; trainees, like patients, multi-tasking inappropriately during supervision; not having private space in their homes, given small, shared living quarters in San Francisco; lack of finances for additional comforts, such as monitors	6/26/2023 1:49 PM
1280	It isn't difficult to operate without any training	6/26/2023 1:49 PM
1281	none	6/26/2023 1:48 PM
1282	Teleheath is not real therapy	6/26/2023 1:48 PM
1283	It wasn't until recently that telehealth was truly an option so not taught in schools much	6/26/2023 1:47 PM
1284	don't know	6/26/2023 1:47 PM

1285	ethics/privacy training for clear decision-making and adherence to confidentiality	6/26/2023 1:47 PM
1286	Lack of training in clients, especially seniors	6/26/2023 1:47 PM
1287	none	6/26/2023 1:46 PM
1288	None	6/26/2023 1:46 PM
1289	None	6/26/2023 1:46 PM
1290	I'm a millennial and most of my clients are gen Z. It seems like I and they feel comfortable adopting telehealth.	6/26/2023 1:46 PM
1291	Requirements for in-person supervision is unnecessary.	6/26/2023 1:46 PM
1292	None	6/26/2023 1:46 PM
1293	None	6/26/2023 1:46 PM
1294	None	6/26/2023 1:45 PM
1295	None	6/26/2023 1:45 PM
1296	none	6/26/2023 1:45 PM
1297	It simply is not as effective as face-to-face. You are unable to observe too many nonverbal cues.	6/26/2023 1:45 PM
1298	None	6/26/2023 1:45 PM
1299	No barriers that I have experienced, except in the beginning I needed technical assistance.	6/26/2023 1:44 PM
1300	I see no barriers to training for telehealth.	6/26/2023 1:42 PM
1301	None	6/26/2023 1:41 PM
1302	None	6/26/2023 1:41 PM
1303	none	6/26/2023 1:41 PM
1304	none	6/26/2023 1:40 PM
1305	None, the benefits of telehealth greatly outweigh the barriers.	6/26/2023 1:40 PM
1306	NA	6/26/2023 1:39 PM
1307	no issues.	6/26/2023 1:39 PM
1308	None	6/26/2023 1:39 PM
1309	None	6/26/2023 1:38 PM
1310	none	6/26/2023 1:38 PM
1311	none	6/26/2023 1:38 PM
1312	None	6/26/2023 1:38 PM
1313	Not applicable.	6/26/2023 1:38 PM
1314	lack of training in the past	6/26/2023 1:38 PM
1315	None	6/26/2023 1:37 PM
1316	None	6/26/2023 1:37 PM
1317	None. My patients are high functioning and when ot comes to risks, it is no different when your patient called you outside of therapy because of psychiatric emergency. Some of us have dealt with that before and have conducted woth safety.	6/26/2023 1:37 PM
1318	None	6/26/2023 1:36 PM
1319	None	6/26/2023 1:35 PM
1320	none	6/26/2023 1:35 PM

1321	Some older clients just do not like the experience of telehealth	6/26/2023 1:35 PM
1322	none	6/26/2023 1:35 PM
1323	None	6/26/2023 1:35 PM
1324	None	6/26/2023 1:33 PM
1325	N/A	6/26/2023 1:33 PM
1326	none	6/26/2023 1:32 PM
1327	None	6/26/2023 1:32 PM
1328	I think as a profession, we were thrown into this and are doing our best to make it work to the best of our ability but as I've said above, I think there are very significant clinical questions about how to deliver high quality care online.	6/26/2023 1:32 PM
1329	None of the above	6/26/2023 1:31 PM
1330	None	6/26/2023 1:30 PM
1331	None	6/26/2023 1:30 PM
1332	none	6/26/2023 1:30 PM
1333	None—there is plenty of i mm gormation and training available	6/26/2023 1:30 PM
1334	none	6/26/2023 1:30 PM
1335	None	6/26/2023 1:29 PM
1336	None	6/26/2023 1:29 PM
1337	none	6/26/2023 1:29 PM
1338	Training in telehealth does not mean anything	6/26/2023 1:28 PM
1339	n/a	6/26/2023 1:27 PM
1340	This more of an issue at the start of the Pandemic...working with colleagues, the training issues were addressed	6/26/2023 1:27 PM
1341	None	6/26/2023 1:26 PM
1342	None	6/26/2023 1:26 PM
1343	Dearth of continuing education covering updates with new research and changing laws/requirements.	6/26/2023 1:25 PM
1344	None	6/26/2023 1:24 PM
1345	N/A	6/26/2023 1:24 PM
1346	I was never trained in telehealth but was able to educate self adequately to provide HIPAA compliant services	6/26/2023 1:24 PM
1347	I am certified in telemedicine and I believe this is necessary for compliance	6/26/2023 1:24 PM
1348	Getting trying on using the technology.	6/26/2023 1:23 PM
1349	none	6/26/2023 1:22 PM
1350	None. I learned how to use when we first went to it.	6/26/2023 1:22 PM
1351	None - providers are able to get necessary training	6/26/2023 1:22 PM
1352	Lack of understanding of all the telehealth laws by other psychologists or mental health professionals. Lack of access to this information to also provide to trainees.	6/26/2023 1:22 PM
1353	I don't feel at this stage in my career that there is a training barrier	6/26/2023 1:21 PM
1354	Some Individuals do not have a computer and have limited cell phone plans.	6/26/2023 1:21 PM

1355	NA. There is now good training available online (this was not true earlier in the COVID pandemic)	6/26/2023 1:21 PM
1356	none	6/26/2023 1:19 PM
1357	none	6/26/2023 1:18 PM
1358	n/a	6/26/2023 1:18 PM
1359	N/A	6/26/2023 1:18 PM
1360	Technology training is lacking	6/26/2023 1:18 PM
1361	None	6/26/2023 1:17 PM
1362	non	6/26/2023 1:17 PM
1363	I haven't encountered any	6/26/2023 1:17 PM
1364	How to use telehealth with certain modalities such as somatic psychotherapy	6/26/2023 1:17 PM
1365	None	6/26/2023 1:17 PM
1366	None	6/26/2023 1:16 PM
1367	Nothing	6/26/2023 1:16 PM
1368	none	6/26/2023 1:16 PM
1369	None	6/26/2023 1:16 PM
1370	None	6/26/2023 1:16 PM
1371	none	6/26/2023 1:15 PM
1372	None	6/26/2023 1:15 PM
1373	None	6/26/2023 1:15 PM
1374	none	6/26/2023 1:15 PM
1375	None	6/26/2023 1:13 PM
1376	I think training can be done sufficiently with telehealth	6/26/2023 1:13 PM
1377	Maybe introduce telehealthcare in graduate training programs so providers are familiar and comfortable with it when they hit the real world. Expand supervision opportunities. It's a new methodology that's not going to go away. Its opening doors for some people that might not have sought mental health care otherwise.	6/26/2023 1:13 PM
1378	None	6/26/2023 1:12 PM
1379	none, training is available	6/26/2023 1:12 PM
1380	Na	6/26/2023 1:12 PM
1381	None	6/26/2023 1:11 PM
1382	None	6/26/2023 1:11 PM
1383	It is up to the practitioner to pursue the training and could be required	6/26/2023 1:11 PM
1384	None, there are plenty of training opportunities for tele health.	6/26/2023 1:11 PM
1385	none	6/26/2023 1:10 PM
1386	none-- training is available through numerous resources including the National Register, APA and CPA	6/26/2023 1:10 PM
1387	None	6/26/2023 1:10 PM
1388	None	6/26/2023 1:09 PM
1389	None for me. As mentioned above, it has been a great convenience for me and my clients in my private practice. In my part-time work at Pasadena City College, we have been able to	6/26/2023 1:09 PM

incorporate telehealth services and continue to provide telehealth (Zoom or telephone) and in-person appointments.

1390	None	6/26/2023 1:08 PM
1391	I supervise doctoral psychology students and now include Telehealth treatment protocols and agreements	6/26/2023 1:08 PM
1392	Insurance won't cover phone or FaceTime	6/26/2023 1:07 PM
1393	Not relevant. Training to provide and inappropriate service is contradictory.	6/26/2023 1:07 PM
1394	None	6/26/2023 1:07 PM
1395	None	6/26/2023 1:07 PM
1396	Na	6/26/2023 1:06 PM
1397	I don't know	6/26/2023 1:06 PM
1398	None, there have been many decent trainings available since 3/2020	6/26/2023 1:06 PM
1399	lack of relevant CEU opportunities available via telehealth.	6/26/2023 1:06 PM
1400	N/a	6/26/2023 1:05 PM
1401	None that I have encountered	6/26/2023 1:05 PM
1402	none	6/26/2023 1:05 PM
1403	None	6/26/2023 1:05 PM
1404	Has provided more access to training THAN was case without it!	6/26/2023 1:05 PM
1405	None.	6/26/2023 1:05 PM
1406	none	6/26/2023 1:05 PM
1407	More options for training need to be offered	6/26/2023 1:05 PM
1408	none	6/26/2023 1:04 PM
1409	none	6/26/2023 1:04 PM
1410	this can be handled with ceu	6/26/2023 1:04 PM
1411	I have not had any issues using telehealth	6/26/2023 1:04 PM
1412	none	6/26/2023 1:04 PM
1413	none	6/26/2023 1:04 PM
1414	I am not aware of barriers. I was able to transition from in-person to teletherapy during pandemic quickly and seamlessly.	6/26/2023 1:04 PM
1415	not applicable	6/26/2023 1:04 PM
1416	None	6/26/2023 1:03 PM
1417	none	6/26/2023 1:03 PM
1418	…	6/26/2023 1:03 PM
1419	None	6/26/2023 1:02 PM
1420	N/a	6/26/2023 1:02 PM
1421	none	6/26/2023 1:02 PM
1422	none	6/26/2023 1:02 PM
1423	Advance assessment practice for particular cognitive testing	6/26/2023 1:01 PM
1424	none	6/26/2023 1:01 PM
1425	Lack of training. Continuing education opportunities in this area is needed and welcomed.	6/26/2023 1:01 PM

1426	N/A	6/26/2023 1:01 PM
1427	testing supervision and practice is in person	6/26/2023 1:00 PM
1428	None	6/26/2023 1:00 PM
1429	None	6/26/2023 1:00 PM
1430	None	6/26/2023 1:00 PM
1431	none. there are plenty of trainings on telehealth.	6/26/2023 1:00 PM
1432	There are excellent training opportunities for telehealth. I am completing a 55 hour certification program in telehealth provided by APAIT/National Register. This has been extremely helpful in understanding the ethical, legal, and professional standards for delivery of telehealth services by psychologists. I am also licensed in Hawaii and have provided consultation to the Hawaii Psychological Association on these issues.	6/26/2023 1:00 PM
1433	none	6/26/2023 12:59 PM
1434	Enough HIPAA compliant platforms that work well.	6/26/2023 12:59 PM
1435	None	6/26/2023 12:59 PM
1436	Not sure	6/26/2023 12:59 PM
1437	Not experiencing barriers to training	6/26/2023 12:59 PM
1438	No for me	6/26/2023 12:59 PM
1439	Haven't encountered barriers.	6/26/2023 12:59 PM
1440	More trainings should focus on this topic	6/26/2023 12:59 PM
1441	Supervisors not being able to be telehealth while supervising	6/26/2023 12:58 PM
1442	none for me at this time	6/26/2023 12:58 PM
1443	None	6/26/2023 12:57 PM
1444	None.	6/26/2023 12:57 PM
1445	None	6/26/2023 12:57 PM
1446	None.	6/26/2023 12:57 PM
1447	No thoughts about this.	6/26/2023 12:57 PM
1448	None	6/26/2023 12:57 PM
1449	n/a-- I had great training in telehealth	6/26/2023 12:56 PM
1450	None	6/26/2023 12:56 PM
1451	none	6/26/2023 12:56 PM
1452	Don't know of any	6/26/2023 12:56 PM
1453	none	6/26/2023 12:56 PM
1454	I'm not sure what this question is asking. I learned telehealth while working at a non-profit for 5 years (with international aid workers) so I felt well-equipped to do it in 2020. But I think others have struggled with lack of training.	6/26/2023 12:56 PM
1455	All of the above	6/26/2023 12:56 PM
1456	this is also more than one item	6/26/2023 12:56 PM
1457	Demands for in person supervision	6/26/2023 12:55 PM
1458	Nobe	6/26/2023 12:55 PM
1459	All of the above. it is very unregulated. Providers and patients can now provide/access services with minimal oversight (i.e. there is no one stopping a private practice CA provider	6/26/2023 12:55 PM

from having regular therapy sessions with a patient in NY even if they do not have a license to do so)

1460	Some settings have opted to return to full-time in-person as a means of continuing to "monitor productivity," and falsely believe that productivity goes down with telehealth/remote work	6/26/2023 12:55 PM
1461	None	6/26/2023 12:54 PM
1462	None	6/26/2023 12:54 PM
1463	Clarity in laws across state lines	6/26/2023 12:54 PM
1464	Has not been an issue	6/26/2023 12:54 PM
1465	None	6/26/2023 12:54 PM
1466	None	6/26/2023 12:54 PM
1467	None	6/26/2023 12:54 PM
1468	None	6/26/2023 12:53 PM
1469	None	6/26/2023 12:53 PM
1470	N/A	6/26/2023 12:53 PM
1471	Everything is just easier and more impactful/memorable in person.	6/26/2023 12:53 PM
1472	N/A	6/26/2023 12:53 PM
1473	lack of training with some underserved/unserved populations not used to technology	6/26/2023 12:53 PM
1474	None	6/26/2023 12:52 PM
1475	None	6/26/2023 12:52 PM
1476	None	6/26/2023 12:52 PM
1477	None in current practice	6/26/2023 12:52 PM
1478	Lack of opportunity to develop a sound relationship with the students which is needed to supervise deeper clinical work.	6/26/2023 12:52 PM
1479	None	6/26/2023 12:52 PM
1480	none	6/26/2023 12:51 PM
1481	None	6/26/2023 12:51 PM
1482	none	6/26/2023 12:51 PM
1483	None	6/26/2023 12:51 PM
1484	N/A	6/26/2023 12:51 PM
1485	N/A	6/26/2023 12:51 PM
1486	None	6/26/2023 12:50 PM
1487	n/a	6/26/2023 12:50 PM
1488	One requires very little training for Telehealth	6/26/2023 12:50 PM
1489	none	6/26/2023 12:50 PM
1490	None	6/26/2023 12:50 PM
1491	I enrolled in several courses online prior to starting telehealth	6/26/2023 12:50 PM
1492	no good studies done yet on what is missed clinically using telehealth.	6/26/2023 12:50 PM
1493	Don't see any, just your ability to learn & problem solve the tech issues.	6/26/2023 12:49 PM
1494	None	6/26/2023 12:49 PM
1495	None	6/26/2023 12:49 PM

1496	don't see any - we trained with shift.	6/26/2023 12:49 PM
1497	None	6/26/2023 12:49 PM
1498	None. It's been easy to learn.	6/26/2023 12:49 PM
1499	None	6/26/2023 12:49 PM
1500	none	6/26/2023 12:48 PM
1501	None - lots of CE opportunities exist	6/26/2023 12:48 PM
1502	Don't know	6/26/2023 12:48 PM
1503	I have adequate training and good experience in providing assessments and therapy via telehealth. Graduate students need telemental/telebehavioral trainings.	6/26/2023 12:48 PM
1504	none	6/26/2023 12:48 PM
1505	N/A	6/26/2023 12:47 PM
1506	None	6/26/2023 12:47 PM
1507	na	6/26/2023 12:47 PM
1508	Not a problem	6/26/2023 12:47 PM
1509	None	6/26/2023 12:47 PM
1510	None	6/26/2023 12:47 PM
1511	N/A	6/26/2023 12:47 PM
1512	None	6/26/2023 12:47 PM
1513	None	6/26/2023 12:47 PM
1514	None	6/26/2023 12:47 PM
1515	none	6/26/2023 12:47 PM
1516	None	6/26/2023 12:47 PM
1517	NA	6/26/2023 12:47 PM
1518	None	6/26/2023 12:46 PM
1519	none	6/26/2023 12:46 PM
1520	None, it actually reduces barriers.	6/26/2023 12:46 PM
1521	None	6/26/2023 12:46 PM
1522	Seems pretty straightforward to me and since Covid lots of training has been made available online.	6/26/2023 12:46 PM
1523	None that I know	6/26/2023 12:45 PM
1524	None	6/26/2023 12:45 PM
1525	None	6/26/2023 12:45 PM
1526	none	6/26/2023 12:45 PM
1527	None	6/26/2023 12:45 PM
1528	Licensure	6/26/2023 12:45 PM
1529	none	6/26/2023 12:45 PM
1530	N/A	6/26/2023 12:44 PM
1531	None	6/26/2023 12:44 PM
1532	none	6/26/2023 12:44 PM

1533   None   6/26/2023 12:44 PM

Q9 Are there additional barriers which have not been identified in this survey?

Answered: 2,398   Skipped: 2,048

#	RESPONSES	DATE
1	Providing handout resources to clients	7/24/2023 8:08 AM
2	I would imagine background noise or interruptions for those who work from home (and in a big household)	7/24/2023 8:08 AM
3	Na	7/24/2023 7:58 AM
4	none	7/24/2023 12:05 AM
5	No	7/23/2023 11:09 PM
6	Not suitable for all populations	7/23/2023 9:25 PM
7	While telehealth was helpful during the pandemic, and our agency still uses it when appropriate to overcome barriers to accessing care, it appears to be having a unintended consequence on the mental health workforce in our community. Private corporations and venture capital are recent graduates, unlicensed, to provide telehealth 100% remotely, often with inadequate clinical supervision, and for 6 figure compensation! This is draining the labor pool away from the nonprofit community mental health clinics that treat low income children and families, and vulnerable populations. These centers have long been the training ground for early career professionals. The 3,000 supervised hours prior to licensure in past years was a time to gain broad clinical experience with diverse populations combined with quality in-person clinical supervision and training. California has a 30% therapist vacancy rate in many parts of our state. I am a clinical supervisor in a high need, urban community in a community mental health center specializing in mental health care for children, teens, and their families. Many of our clients are recovering from trauma or complex trauma due to abuse, neglect, violence exposure, or disparities in health care and education due to systemic racism. The outpatient mental health clinics have typically been a setting where recent graduates (Psychology, Social Work, and Marriage and Family Therapy) have come to work closely with a multidisciplinary team (Psychiatrist, Psychologist, LCSW and LMFT) to gain experience, clinical supervision, and training in evidence based practice models, along with support for passing licensing exams. We always paid well, but cannot easily compete with the six figure incomes being promised to recent graduates to work for large telehealth companies, primarily serving private pay clients. While telehealth in the schools is improving access for short term interventions, it is decreasing access to care for children needing specialty mental health services because it is rapidly exacerbating the therapist shortage. How tempting to be offered six figures fresh out of school and the ability to work 100% remotely? Community mental health can provide a hybrid model of in-person and telehealth care, but we have too much crisis or high severity need in clients for 100% remote options. We keep raising salaries but cannot easily compete with the lure of 100% remote working. This means we cannot keep therapist positions filled and waiting list times are becoming untenable. Many of our youngest clients (preschool and elementary age) have problems that require in-person sevidence based interventions not always possible using telehealth (Parent Child Interaction Therapy, Child Parent Psychotherapy, Trauma Focused CBT where there is not enough privacy or safety at home for teens to talk about sensitive issues. We see the great value in telehealth, but also think it is changing the whole professional development "apprenticeship model" of our field. You might as well hand the new graduates a license without the requirement of 3,000 supervised hours because they are not getting the breadth of clinical experience or the hands on supervision needed when they do those hours 100% remote. I think there should be a limit on how much of the 3,000 hours pre-licensed should be telehealth and how much supervision can be remote. This should also be considered for the BBS registered mental health professional as well.	7/23/2023 12:50 PM
8	Clients have become complacent or "used to" telehealth and don't want to come in even if they can and the care is suffering in some cases. It's societal at this point--people don't want to leave their house that much if they don't have to do so.	7/22/2023 10:25 PM

9	No	7/22/2023 7:23 PM
10	no	7/22/2023 5:37 PM
11	There are many students who come to our university from out of state with an established therapist for multiple years. Some of these students definitely need a local therapist to see them in person at least occasionally or to be able to work with local support systems more effectively, but the vast majority would be better served by remaining with their established therapist who is not able to see them due to being out of state. We have seen situations where a new client has been seeing a "coach" who they previously saw as a therapist in their home state. The referral process usually comes at a time when high risk is emerging and the referral is more complicated /less informed because it is coming from a "coach" instead of from a "therapist," so they don't share their previous (and probably even current) therapeutic impressions with us because they are in a coach role currently and think the person needs therapy. You can hear in the "coach's" language that they have tried to limit their work to coaching and yet clinically know there is a need for therapeutic care. It would be easier and more beneficial to the client if their therapist had been practicing as a therapist remotely/even out of state instead of as a coach. Their interventions maybe could have been more effective as well as their referral information. I oversee the clinical services for our office. I understand that licensing boards are protecting the consumers in their states; however, the pandemic has shifted the paradigm of telebehavioral health services. We have providers who are travelling out of state (e.g., for family emergencies or health care support), but are in a place where they still have time to work and see our clients from that remote location, creating less disruption to our clients. The onus is on the psychologist to research the state laws to determine whether practice in that state is allowed for the week or 2 while they are in that state. But it just seems we are living in a more transient world (even temporarily transient). The licensure oversight structure does not seem current with the reality of what is occurring in todays world with both providers and clients travelling frequently. Adhering strictly to laws interrupts care. Trying to become versed in multiple states' psychology laws and providing informed consent for the relevant jurisdiction(s) becomes virtually impossible. I wonder if it would be possible to shift considering the location of the client as the "location of the service." (I am sorry, I cannot remember the technical terms and don't have time to look them up right now). Would it make sense to license providers based on their primary practice state(s) and protect the "public consumers" regardless of their state of residence through the licensing regulations. Lastly, while CA offers a broad diversity of providers, the best providers for a client may come from a psychologist who knows their home culture better than Californian psychologists. I grew up on CA. After different parts of the country than CA for decades, I see how different the mindset/culture is in CA than other parts of the country. I would have probably benefited best from a CA therapist who understands what it like to live in other parts of the country while I was living in those other states. It was just too hard to explain how my home state culture and context were different than where I was living and how that affected thinking and being and the therapist would intervene from their culture/context without a shared world view. The pandemic experience and expansion of telebehavioral health so rapidly has made me realize how the current US licensing structure creates such limits on the possibilities of best care for some clients, at a time where the demand for therapy services is soaring. I applaud the Board's initiative in asking for feedback to reflect on your governance and to advance with the times. I understand that the paradigm shifted on a dime and that it could be overwhelming to take a look at this issue. Thanks for investing in this process.	7/22/2023 4:55 PM
12	no	7/22/2023 2:01 PM
13	No	7/22/2023 11:30 AM
14	No	7/22/2023 7:54 AM
15	Identifying local resources for clients	7/22/2023 7:33 AM
16	No	7/22/2023 6:53 AM
17	No	7/22/2023 3:00 AM
18	na	7/21/2023 3:53 PM
19	No.	7/21/2023 3:25 PM
20	Collecting payment and the varying methods of electronic payment available.	7/21/2023 2:30 PM
21	Lack of support from large governmental organizations	7/21/2023 1:28 PM

22	N/a	7/21/2023 12:05 PM
23	No	7/21/2023 8:01 AM
24	When there's no private space for the client so they don't feel able to speak freely.	7/21/2023 7:00 AM
25	Nope	7/21/2023 6:54 AM
26	No	7/21/2023 3:57 AM
27	No	7/20/2023 5:30 PM
28	None	7/20/2023 4:59 PM
29	It can be hard for clients to get access to headsets/headphones as it helps protect confidentiality and can improve the audio/microphone connection. It's harder to get Releases of Information signed and returned as those sometimes have to be printed/signed and uploaded vs. just an electronic signature. Harder for those under 10 to operate on their own if the connection goes out in the middle of the session so age also matters for teletherapy. College students in dorms have a harder time accessing a private space and their counseling centers don't always have a private space they can reserve for them to go to for appointments.	7/20/2023 4:03 PM
30	Very few barriers to telehealth in my opinion	7/20/2023 3:24 PM
31	Less psychological connection compared to in-person,	7/20/2023 2:17 PM
32	no	7/20/2023 1:37 PM
33	No	7/20/2023 12:55 PM
34	Generally, I think of telehealth and reducing barriers rather than increasing them.	7/20/2023 12:25 PM
35	None	7/20/2023 12:01 PM
36	I am somewhat reluctant to start telehealth, as it requires new program proficiency, new consents, and given the population I usually treat.	7/20/2023 10:01 AM
37	none	7/20/2023 8:39 AM
38	No	7/20/2023 3:57 AM
39	no	7/20/2023 12:05 AM
40	No	7/19/2023 10:24 PM
41	None	7/19/2023 9:35 PM
42	None	7/19/2023 9:10 PM
43	Not a "barrier", just personal preference	7/19/2023 6:43 PM
44	NO	7/19/2023 5:37 PM
45	No	7/19/2023 4:26 PM
46	The lack of the in person presence, ability to see full body language, tendency to reduced latency, increased client distractability and assurance of privacy	7/19/2023 4:26 PM
47	Since COVID, I've found clients prefer to use telehealth more than ever before. My concern is that working with someone via telehealth is different than in person. It is a different and new skill set. Training to effectively provide care is essential. I am currently working on a competency credential through the NRHSP and The Trust	7/19/2023 3:36 PM
48	We are tired, underpaid, and over worked.	7/19/2023 3:23 PM
49	some disorders are easier to observe than others.	7/19/2023 3:07 PM
50	I do not believe that therapy can be adequately done over a computer.	7/19/2023 2:13 PM
51	As a field, we will never solve the mental health crisis by having licenses restricted by state. People move--particularly military and minors; we need to not make them get a new treatment team every time they move.	7/19/2023 2:06 PM

52	I have recently retired.	7/19/2023 1:45 PM
53	Not being physically present can impede the quality of full attention, and subtle gestures, etc.	7/19/2023 10:43 AM
54	none	7/19/2023 10:40 AM
55	Teletherapy across states which I mentioned earlier in the survey	7/19/2023 10:32 AM
56	NO. However I do NOT believe that telehealth should be available for certain diagnoses and those that are chronic and severe. We are doing a dis-service to those clients.	7/19/2023 10:21 AM
57	None	7/19/2023 10:17 AM
58	research on safety and management of risk when using telehealth	7/19/2023 9:28 AM
59	Just want to specify that personally I find it challenging to work with minors via telehealth, since I used to utilize different medias to conduct sessions with children and teens. Thus, currently I am only seeing adults online.	7/19/2023 9:12 AM
60	We live in an age where MANY people have become more nomadic- some to enjoy more travel, some to move to where the cost of living is better and some to live with family. There is almost NO continuity of care available given the right if the individual states to decline the invitation to join PsyPACT. Our clients believe that because they can "hop on" wherever they are, we can too- which is not the case.	7/19/2023 8:57 AM
61	Depth of in person connection	7/19/2023 7:55 AM
62	Regulation barriers: Given that college students are kept from being able to keep their therapist as they move between college and home in different states, as well as keeping couples who are in different states from being able to both see a CA therapist.	7/19/2023 7:36 AM
63	None	7/19/2023 7:29 AM
64	No	7/19/2023 6:55 AM
65	Difficult patient populations prosper from in office meetings.	7/19/2023 4:36 AM
66	Patient lacking access to their own privacy	7/19/2023 3:27 AM
67	No	7/19/2023 2:52 AM
68	It is rare to never that I experience a barrier. I took several classes in the very beginning. With Covid, everything shifted to tele quite naturally, even through that was already the direction things were going.	7/19/2023 12:03 AM
69	——-	7/18/2023 10:40 PM
70	In my opinion, Telehealth is useful with adults not adolescents or kids given developing a therapeutic relationship is more challenging.	7/18/2023 10:37 PM
71	None	7/18/2023 9:59 PM
72	Not that I know of	7/18/2023 8:52 PM
73	No	7/18/2023 8:00 PM
74	no	7/18/2023 6:26 PM
75	Difficulty hearing clearly on the phone.	7/18/2023 5:02 PM
76	Distractions and interruptions are definitely a barrier.	7/18/2023 4:29 PM
77	None	7/18/2023 3:58 PM
78	No	7/18/2023 3:57 PM
79	some clients do not have access to privacy for telehealth	7/18/2023 3:24 PM
80	No	7/18/2023 3:18 PM
81	working with children, certain modalities not appropriate, better training and Telehealth specific resources for clinicians doing Telehealth	7/18/2023 2:26 PM
82	Communication errors that may arise with clients/patients who are neurodivergent.	7/18/2023 1:34 PM

83	none	7/18/2023 1:27 PM
84	No	7/18/2023 1:12 PM
85	The barriers will become the new rules the board will demand of all the professionals. When Covid hit, all rules went away for the sake of really helping people. Keep it there, please!	7/18/2023 12:44 PM
86	Inability to see the entire body of the patient due to the nature of telehealth is a barrier in general.	7/18/2023 12:27 PM
87	No	7/18/2023 12:25 PM
88	N/A	7/18/2023 12:03 PM
89	need to have out of state approval/access -- PSYPACT would be great -- there are more people across US and globally who can benefit from my expertise but limited to CA telehealth only	7/18/2023 11:58 AM
90	No	7/18/2023 11:55 AM
91	None. Telehealth opens up a whole world of clients to me, and vice versa, that would not be possible in-person.	7/18/2023 11:46 AM
92	no	7/18/2023 11:26 AM
93	no, I was surprised that clts want to stay with telehealth even as the pandemic is under more control now and even though I ask to see them in person. I guess it makes sense since it reduces time, gas costs, and stress (traffic, rushing across town etc.)	7/18/2023 11:06 AM
94	no I love Telehealth	7/18/2023 10:47 AM
95	none	7/18/2023 10:47 AM
96	Ihave heard that therapy can be an art and I believe that there is a lot of nuance is lost using telehealth. I enjoy telehealth, but there are plenty of times I think to myself that the session would habe been more informative for me and interractive for us had it been in person. Psychoeducation can be doled out from a list of Sx, but being able to observe more body language might guide the intervention and psychoeducation a little more accurately.	7/18/2023 10:22 AM
97	None	7/18/2023 10:21 AM
98	The isolation, lack of work life balance, and trouble w mental strain is something that I wish was written about in our psych association newsletters, etc. As psychologists, our personhood is our number one therapeutic tool. When we are compromised, it negatively impacts the quality of our work. We are not robots on an assembly line. There needs to be more discussion in our community about how to take care of ourselves as people. I think this topic is overlooked in exchange for a focus on client convenience, financial/technology concerns, etc etc. Telehealth can be tough on psychologists, and we need more ideas on how to mitigate the negative consequences of working this way,	7/18/2023 10:06 AM
99	no	7/18/2023 10:04 AM
100	None	7/18/2023 9:59 AM
101	building rapport	7/18/2023 9:51 AM
102	There are not. The client's internet needs to be of good quality but that is getting better all the time. And mine is excellent as that is a priority in doing Telehealth. Most clients who are apprehensive once they try feel its as effective if not more than in person (they can take notes, etc)	7/18/2023 9:23 AM
103	No	7/18/2023 9:09 AM
104	You can only see from the shoulders up. Non-verbals are lost	7/18/2023 9:07 AM
105	no	7/18/2023 9:05 AM
106	no	7/18/2023 8:51 AM
107	No - primarily connectivity and appropriateness of fit for clients that are requesting Telehealth services.	7/18/2023 8:41 AM

108	Behavioral concerns. Unable to completely assess behaviors, mannerisms, unless pt reports such. Many are not observable	7/18/2023 8:27 AM
109	N/A	7/18/2023 7:48 AM
110	n/a	7/18/2023 7:45 AM
111	not that I can see	7/18/2023 7:30 AM
112	Connection support is the weak link in that both parties could use a third party IT support readily available for on the spot problems. A kind of hotline for assistance.	7/18/2023 7:07 AM
113	none	7/18/2023 7:02 AM
114	I feel uncomfortable not knowing who telehealth is best for, versus who is using it defensively. Can it stop some patients who avidly choose it from getting the most out of the clinical interaction?	7/18/2023 6:48 AM
115	I do a good amount of "car" therapy. Sometimes it's the only place a person can get privacy. So barrier for client	7/18/2023 6:12 AM
116	no	7/18/2023 5:44 AM
117	Yes. Offering services when out of State. I have moved from California to Illinois.	7/18/2023 3:39 AM
118	The main barrier can occur when a patient is at risk for suicide or harm to others. We do need a protocol for telehealth for patient safety and safety to others. Secondly, yet less - to no -risk is in the connection and sense of contact with patients in some cases, that is upon the first few sessions in using telehealth. Although after a few sessions patients do seem more comfortable and patients report they appreciate the convenience of telehealth.	7/18/2023 2:59 AM
119	Telehealth greatly reduces the clinicians ability to accurately read, interpret, and respond to body language and other subtle patient cues. This, in turn, diminishes the patient-doctor rapport and trust building.	7/18/2023 12:09 AM
120	Some clients have older computers, poor wifi systems and don't have locations that ensure privacy from others in the home	7/17/2023 11:40 PM
121	I have not experienced any barriers to providing telehealth services.	7/17/2023 11:19 PM
122	Insurance carriers not offering licensed providers appropriate compensation for services rendered to their members.	7/17/2023 11:11 PM
123	None	7/17/2023 10:39 PM
124	No	7/17/2023 10:31 PM
125	None that I can identify	7/17/2023 10:07 PM
126	No	7/17/2023 9:47 PM
127	Some clients do not have a private space for participating in telehealth.	7/17/2023 9:26 PM
128	The laws and regulations are very confusing, even if practicing in a single state. For those providers who are now licensed to practice across state lines, it can be so confusing it's almost impossible to keep up with all of the requirements.	7/17/2023 9:23 PM
129	No	7/17/2023 9:18 PM
130	None that I can think of.	7/17/2023 9:10 PM
131	Familiarity with different online platforms	7/17/2023 9:07 PM
132	N/A	7/17/2023 8:56 PM
133	Not that I can think of right now.	7/17/2023 8:49 PM
134	No	7/17/2023 8:21 PM
135	Clear practice guidelines	7/17/2023 8:17 PM
136	No	7/17/2023 8:05 PM

137	No	7/17/2023 8:01 PM
138	Appropriateness of patient location for service	7/17/2023 7:54 PM
139	No	7/17/2023 7:53 PM
140	Other than missing human-to-human contact Telehealth has been an overall success for clients as well as for me.	7/17/2023 7:41 PM
141	none	7/17/2023 7:30 PM
142	Some clients find that arranging for enough privacy during Telehealth sessions is difficult in a work or home situation, rather than in my office. Several use their cars and iPads or phone to ensure privacy.	7/17/2023 7:28 PM
143	Having a hotline number to use through APA is helpful for telehealth, and having a way to continue treatment with college students for at least 3 months when they leave the state is needed to ensure quality of care and appropriate support when a student moves out of state. This was a major benefit of telehealth during COVID (Ca allowed working with clients via telehealth and this gave the desperately needed support and treatment to college students.	7/17/2023 7:25 PM
144	Not at this time	7/17/2023 7:07 PM
145	No	7/17/2023 6:58 PM
146	No	7/17/2023 6:53 PM
147	no	7/17/2023 6:50 PM
148	Not that I can think of.	7/17/2023 6:45 PM
149	Client comfort with telegraph, particularly for older clients	7/17/2023 6:32 PM
150	None come to mind.	7/17/2023 6:32 PM
151	It is hard to know the barriers because I don't know who the potential clients are who do not have access. Certainly, anyone without a computer or smart phone would be excluded. Some people do not have a private space in which to be have a telehealth session with a therapist.	7/17/2023 6:28 PM
152	I would love to know why Florida psychologists are seeing my California patients. I think we need a blanket agreement across the states	7/17/2023 6:23 PM
153	No	7/17/2023 6:15 PM
154	equipment, lighting, EHR software not sophisticated enough	7/17/2023 6:09 PM
155	no	7/17/2023 6:05 PM
156	No	7/17/2023 6:04 PM
157	No	7/17/2023 5:41 PM
158	Telehealth has offered many advantages to patients, including economy on gas, lack of need for childcare, and flexibility to have therapy while at work during their lunch hour. As a psychologist, my experience is that occasionally I have to request that the patient prepares for a therapy session and not a simple chat. This seldom happens, and the patient adjusts immediately. I also include a teletherapy informational and instructions form in the intake package.	7/17/2023 5:41 PM
159	no	7/17/2023 5:36 PM
160	None	7/17/2023 5:28 PM
161	The basic differences between in-person psycho-physical contact and working with virtual images, without actual physical relatedness.	7/17/2023 5:27 PM
162	I've found it very difficult to conduct telehealth sessions with children, even after taking several trainings on how to do so. I've had clients shut the computer, throw it, paint on its screen, run to another room, etc., and having a parent nearby doesn't seem to help.	7/17/2023 5:26 PM
163	not appropriate for most clients. saw most people face to face	7/17/2023 5:25 PM
164	No	7/17/2023 5:20 PM

165	No	7/17/2023 5:20 PM
166	n/a	7/17/2023 5:12 PM
167	I no longer provide psychotherapy services. I do think from past experience that telehealth can be a very important resource for many people, and should be reimbursed by Medicare and insurance companies.	7/17/2023 4:58 PM
168	no	7/17/2023 4:57 PM
169	Telehealth platforms are clunky at times	7/17/2023 4:55 PM
170	None	7/17/2023 4:54 PM
171	No	7/17/2023 4:45 PM
172	confidentiality control in patient's home	7/17/2023 4:37 PM
173	No	7/17/2023 4:36 PM
174	No	7/17/2023 4:32 PM
175	Lack of reciprocity for people who move out of state but want to stay with me as a therapist.	7/17/2023 4:18 PM
176	I would not accept clients who I assessed to be a safety risk but would refer them on.	7/17/2023 4:12 PM
177	Other note: This survey should allow multiple answers rather than only being able to select one	7/17/2023 4:08 PM
178	Gov't regulations: ex if Medicare decides to reverse allowing for billing for telehealth after the official end of the pandemic.	7/17/2023 4:07 PM
179	I feel telehealth services for psychologists are unethical. They can never compare to face to face and should be used only in emergencies.	7/17/2023 4:03 PM
180	Clients can have difficulties finding places to do telehealth sessions that are private enough so that they feel safe discussing their concerns openly and freely.	7/17/2023 4:03 PM
181	Barriers are mostly on the client side where they struggle with technology and poor internet speed.	7/17/2023 4:00 PM
182	No	7/17/2023 3:52 PM
183	This has been a game changer for my clients. I have almost zero no shows or cancellations anymore because it makes therapy incredibly accessible and flexible.	7/17/2023 3:51 PM
184	Electronic signatures for PA paperwork would be so helpful and more in line with telehealth practices, especially for clinics who have to manage a lot of signatures.	7/17/2023 3:43 PM
185	no	7/17/2023 3:38 PM
186	No	7/17/2023 3:34 PM
187	Difficulty maintaining an uninterrupted dialogue. Inherent lack of ability to connect emotionally due to the impersonal nature of the internet	7/17/2023 3:25 PM
188	none	7/17/2023 3:23 PM
189	no	7/17/2023 3:20 PM
190	patient intimidation	7/17/2023 3:05 PM
191	There are few barriers and telehealth is a form of accommodation and actually can help to increase access for care in combination with in person services or even as the primary type service for many patients.	7/17/2023 3:02 PM
192	No	7/17/2023 2:59 PM
193	no	7/17/2023 2:56 PM
194	I don't know of additional barriers.	7/17/2023 2:54 PM
195	no	7/17/2023 2:49 PM
196	Barriers are related mostly to the patient access to internet	7/17/2023 2:48 PM

197	No	7/17/2023 2:48 PM
198	No. Overall we have made great strides since the pandemic started on ironing out the kinks to telehealth and it has been a big benefit to our patients and staff. The main challenge that we need to work more on is how to use the modality effectively with groups.	7/17/2023 2:48 PM
199	No	7/17/2023 2:45 PM
200	some patients are not appropriate or refuse telehealth, but the vast majority of them prefer telehealth for psychiatric care. For psychotherapy more of the patients want to be seen in person. Our psychologist in our group hates telehealth and much prefers in person.	7/17/2023 2:41 PM
201	I think it is extremely helpful to have this option. It offers options to people who can't get therapy in person	7/17/2023 2:37 PM
202	N/A	7/17/2023 2:31 PM
203	None	7/17/2023 2:28 PM
204	No	7/17/2023 2:26 PM
205	No	7/17/2023 2:25 PM
206	none	7/17/2023 2:25 PM
207	NONE	7/17/2023 2:25 PM
208	No	7/17/2023 2:24 PM
209	Telehealth has allowed us to serve the elderly population who cannot attend sessions. However, it is important to be able to do sessions by phone for people who are not able to handle the technology.	7/17/2023 2:21 PM
210	No	7/17/2023 2:20 PM
211	those stated above. I find tele-therapy great for a more coaching style of therapy rather than deeper analysis	7/17/2023 2:15 PM
212	Not that I can think of at this point.	7/17/2023 2:12 PM
213	Unk	7/17/2023 2:10 PM
214	none. telehealth has been very easy for me to adjust to and get training on.	7/17/2023 2:01 PM
215	Systematic training of best practices for telehealth to ensure compliance to maintaining patient confidentiality and other issues	7/17/2023 1:58 PM
216	No, I perceive Telehealth to be a barrier remover, rather than a barrier creator.	7/17/2023 1:57 PM
217	no	7/17/2023 1:57 PM
218	None	7/17/2023 1:55 PM
219	As a geropsychologist, I have older clients who will spend part of their year in one state and part of the year in another state with adult children. That has led to clients working with two different providers based on state they are present in, but not all clients are open to that and has led to clients being underserved while in one state. If CA were a part of psypact that would help.	7/17/2023 1:53 PM
220	no	7/17/2023 1:49 PM
221	referring providers believing telehealth is not effective	7/17/2023 1:49 PM
222	None except patients sometime will avoid coming in person preferring remote meetings which may not be as effective for them	7/17/2023 1:43 PM
223	Lack of ability to serve people in other states that need my very specialties services because CA has not yet joined PSYPACT. Please join now ! It would make a huge difference to me and the specialized population I serve. DID.	7/17/2023 1:43 PM
224	Information on what to do if a 5150 is needed would be helpful. This where I have typically run into issues. Pts arent always honest about where they are, or most often, they leave the area	7/17/2023 1:41 PM

after learning that they need an immediate eval.

225	Not every patient has access to computers or smart phones.	7/17/2023 1:37 PM
226	none	7/17/2023 1:34 PM
227	None	7/17/2023 1:33 PM
228	effects on therapeutic alliance of in person versus telehealth. Bias of people doing telehealth may effect outcome of survey.	7/17/2023 1:29 PM
229	Worry about Confidentiality	7/17/2023 1:29 PM
230	None	7/17/2023 1:28 PM
231	limitations of reading body language and seeing whole body behavior	7/17/2023 1:27 PM
232	No	7/17/2023 1:25 PM
233	Access to technology, familiarity with technology, cost of technology for low income populations.	7/17/2023 1:25 PM
234	Less barriers. More benefits experienced.	7/17/2023 1:24 PM
235	No	7/17/2023 1:21 PM
236	No	7/17/2023 1:12 PM
237	Yes. Now it seems very hard for patients to locate practitioners that are not tele and for some like with autism, kids, severely depressed populations it is not a good match. There does not seem to be enough in person providers anymore to serve those populations which is why I keep a hybrid model. I hear from patients they searched for months to find an in person provider and I was the first they could find.	7/17/2023 1:12 PM
238	No	7/17/2023 1:11 PM
239	Quality assurance, hippa risks. The issues of out of state patients. Safety issues for supervisors and psychologists working in mental health systems. Therapist misperception of efficacy. Safety assessment from basic observational skills that are hidden in tele health I.e. self injury, Dto, etc. unconfirmed bias against seniors, chronically mentally ill or the impoverished. Also bias against people who may not have access as the reside in rural communities etc. not to mention potential racial and safety issues. I am concerned the survey does not ask about QA or safety.	7/17/2023 1:11 PM
240	If it could be made easier for patients to access HIPAA compliant platforms, especially for those patients who don't have much computer literacy, it'd be super helpful	7/17/2023 1:09 PM
241	No	7/17/2023 1:07 PM
242	Cultural and language barriers	7/17/2023 1:06 PM
243	Client preference for in person. Different relationship development over telehealth vs in person. Privacy concerns when doing telehealth and ct needs to monitor surroundings for intrusions. Less connection which leads to less openness to vulnerability	7/17/2023 1:06 PM
244	none	7/17/2023 1:03 PM
245	cannot think of any others	7/17/2023 1:00 PM
246	Not that I have run across at this time ...	7/17/2023 12:59 PM
247	Need more education for the general public to the effect that there are no differences between telepsychology and in-person services. In my opinion, telepsychology feels more intimate.	7/17/2023 12:58 PM
248	None	7/17/2023 12:57 PM
249	Unknown	7/17/2023 12:57 PM
250	N/a	7/17/2023 12:57 PM
251	No	7/17/2023 12:57 PM
252	No	7/17/2023 12:56 PM

253	none identified	7/17/2023 12:55 PM
254	Confidentiality	7/17/2023 12:54 PM
255	Client not having a private space	7/17/2023 12:52 PM
256	just ensuring the reimbursement continues for telehealth, especially for MediCal	7/17/2023 12:51 PM
257	Clear and consistent information about the relationship between the various aspects of Telehealth and HIPAA compliance.	7/17/2023 12:51 PM
258	Confidentiality is sometimes a concern. I've had telehealth meetings where someone enters the patient's space. Despite efforts to ensure such intrusions don't occur, I need to provide reminders to certain patients whose boundaries at home (and it seems to happen at patients' homes) are more porous.	7/17/2023 12:50 PM
259	no	7/17/2023 12:47 PM
260	None	7/17/2023 12:47 PM
261	Client privacy issues (sometimes difficult for client to find a private location to participate)	7/17/2023 12:47 PM
262	Informed consent issues. Getting paperwork signed.	7/17/2023 12:46 PM
263	no	7/17/2023 12:45 PM
264	No	7/17/2023 12:44 PM
265	lack of connection with patients to establish rapport and trust, lack human relatedness, distractions in the environment, or no safe and quiet place to engage in therapy, many patients have sessions in their car because they have no suitable private space to talk during their sessions	7/17/2023 12:44 PM
266	No	7/17/2023 12:41 PM
267	No	7/17/2023 12:33 PM
268	N/A	7/17/2023 12:33 PM
269	No	7/17/2023 12:32 PM
270	No. Actually it has been incredible to reach so many clients who otherwise couldn't drive to the office	7/17/2023 12:29 PM
271	I have utilized telehealth as a consumer and hate it. Its impersonal and specialized techniques can't be used. As a psychologist - I cannot know for sure that the disability claimants I see are alone, in a confidential space or that they are who they say they are. I won't provide telehealth services as a result.	7/17/2023 12:28 PM
272	no	7/17/2023 12:28 PM
273	No	7/17/2023 12:26 PM
274	Unable to do most psychological testing assessments in a teleheath format	7/17/2023 12:25 PM
275	Lack of license reciprocity to provide services to clients residing outside of California.	7/17/2023 12:23 PM
276	Limited time to speak to patients in every appointment	7/17/2023 12:22 PM
277	None	7/17/2023 12:22 PM
278	PATIENT ACCESS TO COMPUTER/INTERNET	7/17/2023 12:20 PM
279	none that I have experienced	7/17/2023 12:18 PM
280	NA	7/17/2023 12:17 PM
281	Privacy concerns	7/17/2023 12:16 PM
282	Sometimes it can be challenging for a client to have a space that allows them to have confidential conversations	7/17/2023 12:16 PM
283	Providers needing to pay to advertise on platforms like Psychology today. I think there should be a free platform created to list a directory of Telehealth providers who are licensed	7/17/2023 12:16 PM

psychologist that is free of cost to providers and consumers.

284	No	7/17/2023 12:13 PM
285	no	7/17/2023 12:12 PM
286	Not aware of any	7/17/2023 12:07 PM
287	no	7/17/2023 12:05 PM
288	Connecting potential supervisors w potential therapists needing supervision	7/17/2023 12:05 PM
289	No	7/17/2023 12:04 PM
290	NA	7/17/2023 12:04 PM
291	None	7/17/2023 12:04 PM
292	Privacy barriers can sometimes be an issue for clients (finding a private place to have session)	7/17/2023 12:04 PM
293	No	7/17/2023 12:03 PM
294	None. I don't think there are any barriers to doing telehealth.	7/17/2023 12:03 PM
295	no	7/17/2023 12:02 PM
296	No	7/17/2023 12:01 PM
297	No	7/17/2023 12:00 PM
298	Person to person vs telehealth. I MUCH prefer person to person!	7/17/2023 12:00 PM
299	Confusion around laws, changes in ethics despite updates from BOP and other agencies. Lack of public understanding of limitations of telehealth (constantly telling tamiles i cannot see them when out of state/country when they hadn't informed me they would be out of state)	7/17/2023 11:58 AM
300	some patients have access problems, about 25%	7/17/2023 11:57 AM
301	No.	7/17/2023 11:57 AM
302	No.	7/17/2023 11:56 AM
303	As a child psychologist I work with populations wherein telehealth just isn't appropriate, but parents want it due to the convenience - this has been the largest struggle	7/17/2023 11:54 AM
304	no	7/17/2023 11:54 AM
305	I think these cover them	7/17/2023 11:54 AM
306	It is not qualitatively the same. Not bad, but not like it used to be. Interruptions, missing data	7/17/2023 11:53 AM
307	NO	7/17/2023 11:50 AM
308	No	7/17/2023 11:50 AM
309	I am a provider for Kaiser Permanente, and no co-payment is required for Telehealth. Since they already pay a reduced fee for my services, this costs me a lot of revenue.	7/17/2023 11:47 AM
310	Client income and access/understanding of technology at times especially older adults	7/17/2023 11:46 AM
311	There may be barriers on the client's end (access, financial means, privacy, etc).	7/17/2023 11:45 AM
312	Patients having appropriate camera equipment.	7/17/2023 11:45 AM
313	None.	7/17/2023 11:44 AM
314	there is no reliable data to suggest telehealth is effective	7/17/2023 11:44 AM
315	None	7/17/2023 11:42 AM
316	State boundaries	7/17/2023 11:41 AM
317	Lack of client privacy.	7/17/2023 11:41 AM

318	No	7/17/2023 11:40 AM
319	No	7/17/2023 11:37 AM
320	No	7/17/2023 11:37 AM
321	no	7/17/2023 11:35 AM
322	The board approving supervision with associations in this platform.	7/17/2023 11:34 AM
323	Less intimate and clients are sometimes less likely to reveal deeper emotional things that they might express in vivo	7/17/2023 11:33 AM
324	None	7/17/2023 11:32 AM
325	no	7/17/2023 11:32 AM
326	none	7/17/2023 11:31 AM
327	Disruptive use of fake backgrounds	7/17/2023 11:31 AM
328	not to my knowledge	7/17/2023 11:30 AM
329	none that I am aware of	7/17/2023 11:30 AM
330	privacy concerns with platforms and government monitoring of data make me worry that sessions are stored in large data base. I think we know this happens and is not a conspiracy.	7/17/2023 11:30 AM
331	None	7/17/2023 11:29 AM
332	No	7/17/2023 11:29 AM
333	NA	7/17/2023 11:28 AM
334	None	7/17/2023 11:27 AM
335	no	7/17/2023 11:27 AM
336	No	7/17/2023 11:26 AM
337	The biggest barrier is insurance reimbursement	7/17/2023 11:26 AM
338	knowing the regulations around telehealth (geographic location, with whom you can practice with your state license), creating detailed websites for your practice	7/17/2023 11:26 AM
339	The nonverbal info which is not accessible People not as connected, esp children	7/17/2023 11:25 AM
340	Assistance with technology for certain populations (elderly, special needs, children)	7/17/2023 11:22 AM
341	Barriers related to state laws being different from state to state	7/17/2023 11:22 AM
342	no	7/17/2023 11:21 AM
343	Lack of access to private spaces for some clients	7/17/2023 11:20 AM
344	I believe tele-health is the future of the field and increases access. The primary issues have to do with separate licensing in each state of the U.S. We need to have reciprocity to provide continuity of care. That is the largest barrier to client/ patient care.	7/17/2023 11:20 AM
345	Not that I can think of?	7/17/2023 11:19 AM
346	no	7/17/2023 11:19 AM
347	No	7/17/2023 11:18 AM
348	No	7/17/2023 11:18 AM
349	Only state laws are a barrier to practice because clients travel all the time and we can't see them while they are away.	7/17/2023 11:17 AM
350	No, good job covering the important issues!	7/17/2023 11:17 AM
351	just unpredictability in switching back and forth between different modes of connection (phone vs. zoom) equipment ready (which headset I'm using, getting wired correctly, etc.)	7/17/2023 11:17 AM

352	Lack of a suitable private space where the client is located for the session. Difficulties observing body language. Difficulty sensing emotional connection with the client. Difficulty consistently engaging younger child clients or those with significant attention difficulties.	7/17/2023 11:17 AM
353	No	7/17/2023 11:16 AM
354	Medicare will no longer reimburse for telehealth services soon	7/17/2023 11:16 AM
355	No	7/17/2023 11:15 AM
356	NA	7/17/2023 11:13 AM
357	access to telehealth for people too poor or too marginalized to use it	7/17/2023 11:12 AM
358	The Board's lack of prescience on these issues a decade ago?? I think the creation of unnecessary barriers by the board would be a threat to be considered. Covid was a black swan event so I don't blame the board for that but the growth of telehealth has been strong for a long time. This current state was inevitable. I think the next phase of telehealth that will be challenging will be the integration with psychedelics. FOR SURE someone is going to try this...this needs to be clarified NOW to look ahead.	7/17/2023 11:12 AM
359	No	7/17/2023 11:11 AM
360	Employer doesn't allow	7/17/2023 11:09 AM
361	Forces me to upgrade my computer at considerable expense	7/17/2023 11:08 AM
362	None.	7/17/2023 11:08 AM
363	YES. I believe it is completely inappropriate as a method for providing mental health services UNLESS there is no provider available, e.f. rural communities. The vast increase in telehralth services is encouraging more and more social fragmentation and encouraging under-prepaired individuals to practice	7/17/2023 11:08 AM
364	No	7/17/2023 11:08 AM
365	None	7/17/2023 11:07 AM
366	Marketing to the general population and professionals. There is amazing aspects of patients' lives when I see them in their own environments. I learn how much more relaxed and available emotionally they are as they are in the "safe" environment, vrs a formal office decorated by me. It is amazing to see the shift in ego-state by the patient.	7/17/2023 11:07 AM
367	No	7/17/2023 11:05 AM
368	No	7/17/2023 11:03 AM
369	No	7/17/2023 11:02 AM
370	Not that I am aware of.	7/17/2023 11:01 AM
371	Lack of training to long time practitioners who are not tech savvy	7/17/2023 11:00 AM
372	No	7/17/2023 11:00 AM
373	No	7/17/2023 11:00 AM
374	Reimbursement	7/17/2023 11:00 AM
375	No	7/17/2023 11:00 AM
376	no	7/17/2023 10:59 AM
377	No	7/17/2023 10:57 AM
378	Geographical barriers - would be great if CA joined PsyPACT	7/17/2023 10:57 AM
379	no	7/17/2023 10:56 AM
380	Legal case studies regarding forensic evaluations	7/17/2023 10:56 AM
381	No	7/17/2023 10:56 AM
382	No	7/17/2023 10:56 AM

383	No barriers for me I think telehealth is amazaing	7/17/2023 10:55 AM
384	no	7/17/2023 10:55 AM
385	It increases accessibility to patients	7/17/2023 10:55 AM
386	None	7/17/2023 10:55 AM
387	No	7/17/2023 10:55 AM
388	I think a focus on the benefits are as important as a focus on the barriers. For my clients the benefits far outweigh the barriers.	7/17/2023 10:55 AM
389	No	7/17/2023 10:54 AM
390	None that I can identify.	7/17/2023 10:54 AM
391	No	7/17/2023 10:53 AM
392	not having platforms that translate well into Spanish or other languages. accessibility for patients with no wifi or bad cellular service	7/17/2023 10:53 AM
393	no	7/17/2023 10:53 AM
394	Children's short attention span not conducive	7/17/2023 10:52 AM
395	No	7/17/2023 10:51 AM
396	No barriers	7/17/2023 10:51 AM
397	Some of my clients just prefer to be seen in person...	7/17/2023 10:51 AM
398	Not that I am aware of. As I indicated earlier in this survey, I am not currently practicing but did at one point during Covid avail myself of the services of another psychologist (I was in the patient role). While it took some adjustments on my part to get used to the telehealth experience, I felt it was a very positive experience.	7/17/2023 10:51 AM
399	No	7/17/2023 10:50 AM
400	No	7/17/2023 10:50 AM
401	I have a certificate in telemental health, but many practitioners don't. It is extremely helpful to have this. I have also noticed in one job that the clients PREFER online visits to in-office visits.	7/17/2023 10:50 AM
402	More focus on the impact and ceu training on the whole area would be good	7/17/2023 10:49 AM
403	Payment Collection at time of session	7/17/2023 10:49 AM
404	No	7/17/2023 10:48 AM
405	No	7/17/2023 10:48 AM
406	Access for client populations that don't have a supported device or convenient internet access at appointment time. Also, difficulties for those who don't have technical skills to connect (elderly/others with no previous exposure/etc.).	7/17/2023 10:48 AM
407	None	7/17/2023 10:48 AM
408	Licensing requirement forin person supervission.	7/17/2023 10:47 AM
409	The collegial relationships require more deliberate planning. No more informal opportunities to bounce a question off a colleague.	7/17/2023 10:47 AM
410	Client finding a private location can be a barrier at times. Being able to provide services across state lines has been very challenging (clients traveling, temporary relocations). Specifically amount of coordination and license fees as a non PSYPACT state.	7/17/2023 10:47 AM
411	patient SES, broadband/connection issues, lack of technology literacy.	7/17/2023 10:46 AM
412	No	7/17/2023 10:46 AM
413	The only barriers to telehealth provision of services are the drastic lack of resources,	7/17/2023 10:46 AM

psychiatric, programmatic and acute hospitalization that make practitioners very reluctant to take on more disturbed patients via telehealth.

414	None	7/17/2023 10:45 AM
415	None	7/17/2023 10:45 AM
416	None that I can think of at the moment	7/17/2023 10:45 AM
417	I think the training on the clinical side is adequate. However, the consumer/client isn't always technically astute and their technical abilities vary.	7/17/2023 10:45 AM
418	No	7/17/2023 10:44 AM
419	None	7/17/2023 10:44 AM
420	The interpersonal factors that make therapy effective are not fully developed in when assessment and treatment are provided remotely by either video or phone	7/17/2023 10:44 AM
421	None.	7/17/2023 10:44 AM
422	While again I understand that there are many providers that would not be effective or even ethical providing telehealth, those providers with significant experience, training and judgement are being impacted by not participating in psypact.	7/17/2023 10:44 AM
423	Some of my clients have moved out of state and that limits their ability to access my services.	7/17/2023 10:44 AM
424	No	7/17/2023 10:43 AM
425	Lack of back up supports for high risk clients. We can do the therapy if there is local case management for these clients.	7/17/2023 10:43 AM
426	Telehealth should be open across state lines so that more people can have access to therapists	7/17/2023 10:43 AM
427	no	7/17/2023 10:42 AM
428	client comfort levels with tech	7/17/2023 10:42 AM
429	no	7/17/2023 10:42 AM
430	No, it has opened up therapy to people who otherwise couldn't attend.	7/17/2023 10:42 AM
431	Disruptive tech companies offering very low fee telehealth which prevents consumers from getting treatment from psychologists	7/17/2023 10:42 AM
432	Not having an in person connection with a person/clt.	7/17/2023 10:42 AM
433	Most Californians aren't aware that with telehealth they don't have to select a nearby therapist.	7/17/2023 10:42 AM
434	Certain people prefer to seeing in-person, certain treatment (biofeedback) can't be offered in telethealth as of today.	7/17/2023 10:42 AM
435	No	7/17/2023 10:41 AM
436	Lack of engagement at times	7/17/2023 10:40 AM
437	None	7/17/2023 10:40 AM
438	No	7/17/2023 10:40 AM
439	Not that I am aware of	7/17/2023 10:40 AM
440	no	7/17/2023 10:40 AM
441	It would be helpful to have more support in the practical application of ethical guidelines.	7/17/2023 10:40 AM
442	Institutional barrier. One training site I had been to discourage providers from providing telehealth through working from home. What ended up happening was I went into the office and provide telehealth from there, which was a financial burden to me (gas and commuting time). I wish institutes are more open to telehealth and let clinicians have the choice to provide telehealth from their home environment.	7/17/2023 10:40 AM

443	None	7/17/2023 10:40 AM
444	none	7/17/2023 10:40 AM
445	no	7/17/2023 10:39 AM
446	Thank you for your effort to "break down the (telehealth) barriers and increase access." This is an important work!	7/17/2023 10:39 AM
447	none	7/17/2023 10:38 AM
448	no	7/17/2023 10:38 AM
449	Some clients have difficulty with technological issues and it can be hard to help them troubleshoot when not in person to see their phone/computer.	7/17/2023 10:38 AM
450	No	7/17/2023 10:38 AM
451	No.	7/17/2023 10:37 AM
452	no	7/17/2023 10:37 AM
453	No	7/17/2023 10:37 AM
454	Backup plans for technological mishaps, while not a barrier, are an important element of practice. Also, there have been areas in which telehealth services have expanded, rather than limited, access in my experience as a provider.	7/17/2023 10:37 AM
455	ability to connect with clients in ways that create a sustainable therapeutic environment	7/17/2023 10:37 AM
456	no	7/17/2023 10:36 AM
457	None	7/17/2023 10:36 AM
458	No	7/17/2023 10:36 AM
459	no	7/17/2023 10:36 AM
460	No. However we the end of the pandemic, we need to continue to make sure that telehealth is covered and reimbursed at the same rate at face to face. A lot of rural folks are dependent on it and some people just prefer it.	7/17/2023 10:36 AM
461	None that I'm aware of.	7/17/2023 10:36 AM
462	Your survey is not well designed. you ask about practice barriers but don't include the fact that there have been relatively few practice barriers -- except for in-person assessment. I find telehealth helps even high-risk clients who can be seen more and find it difficult to leave their homes. your survey methodology is flawed. there is not option to choose "not applicable" and your questions are not specific enough. For example, when you ask about practice barriers -- are you referring to practice barriers that I know might be possible -- or that I have had in the conduct of telehealth. Because your survey is flawed your outcome data will be incorrect.	7/17/2023 10:36 AM
463	no	7/17/2023 10:36 AM
464	none	7/17/2023 10:36 AM
465	No	7/17/2023 10:35 AM
466	No	7/17/2023 10:35 AM
467	Assessment of substance use or intoxication is difficult with teleheth	7/17/2023 10:35 AM
468	No	7/17/2023 10:35 AM
469	No	7/17/2023 10:34 AM
470	Yes there is a tremendous problem if I have got a court case where one of the parties although having a case in California resided in another state we cannot rope them into a process through family law court because I do not practice in that other state so the client cannot get the help and the case cannot be moved forward California needs to work on having reciprocity for these circumstances so that families can be healed	7/17/2023 10:34 AM
471	None	7/17/2023 10:34 AM

472	no	7/17/2023 10:34 AM
473	No	7/17/2023 10:33 AM
474	no	7/17/2023 10:33 AM
475	No	7/17/2023 10:33 AM
476	Individuals served having the items necessary for such a service	7/17/2023 10:33 AM
477	No barriers I've experienced.	7/17/2023 10:33 AM
478	No	7/17/2023 10:32 AM
479	None	7/17/2023 10:32 AM
480	no	7/17/2023 10:32 AM
481	Confidentiality issues- Low income cts may not have privacy at home.	7/17/2023 10:32 AM
482	no	7/17/2023 10:31 AM
483	Shyness in front of camera for some clients	7/17/2023 10:31 AM
484	No	7/17/2023 10:31 AM
485	no	7/17/2023 10:31 AM
486	Helping elderly with good broadband connection	7/17/2023 10:31 AM
487	No	7/17/2023 10:31 AM
488	I have not experienced any barriers to telehealth.	7/17/2023 10:30 AM
489	No	7/17/2023 10:30 AM
490	No	7/17/2023 10:30 AM
491	None	7/17/2023 10:30 AM
492	some lack of acceptance	7/17/2023 10:30 AM
493	limited separation between work and home - I'd like to offer more in-person, but office space is too expensive	7/17/2023 10:30 AM
494	No	7/17/2023 10:29 AM
495	regulatory	7/17/2023 10:29 AM
496	None	7/17/2023 10:29 AM
497	None	7/17/2023 10:29 AM
498	No other barriers noted.	7/17/2023 9:45 AM
499	No	7/16/2023 11:58 AM
500	Patient education	7/16/2023 7:39 AM
501	n/a	7/15/2023 10:30 PM
502	none	7/15/2023 4:25 PM
503	N/A	7/15/2023 10:49 AM
504	Biggest concern is increasing barriers from insurance companies. Advocacy for telehealth service coverage is very important for patient accessibility. Also would be great to be able to offer specialized services across states (ways around licensing rules when treating/assessing rare disease, for example).	7/15/2023 10:30 AM
505	No, it's quite easy and convenient to use.	7/15/2023 8:58 AM
506	No	7/15/2023 7:55 AM
507	Children are difficult via telehealth	7/14/2023 10:00 PM

508	None that I can think of?	7/14/2023 8:22 PM
509	No	7/14/2023 4:18 PM
510	?	7/14/2023 2:29 PM
511	no	7/14/2023 1:22 PM
512	No, but your questionnaire only allows one answer when sometimes there is more than one that I could have checked.	7/14/2023 12:51 PM
513	No	7/14/2023 10:54 AM
514	We need interstate provisions. Living near the border of a state requires clients to travel to see you from out of state in order to provide services to clients. You can't see them online, you can only see them in person. Makes NO sense whatsoever.	7/14/2023 10:50 AM
515	None	7/14/2023 8:50 AM
516	Clients wanting in person care	7/14/2023 5:08 AM
517	Distractions, harder to focus	7/13/2023 9:37 PM
518	Little info on good platforms for therapy	7/13/2023 7:18 PM
519	Personally, I would not be comfortable in working with non present (online) clients. I am retired and no longer licensed.	7/13/2023 7:15 PM
520	Some people, especially teens, are self conscious and won't show their face on the video which impacts engagement	7/13/2023 6:55 PM
521	No	7/13/2023 5:14 PM
522	feeling security that telehealth will be protected in the future	7/13/2023 3:44 PM
523	no	7/13/2023 3:18 PM
524	No	7/13/2023 2:53 PM
525	Access to equipment and or internet services	7/13/2023 11:55 AM
526	Psypact!!!	7/13/2023 11:03 AM
527	No I have no barriers at all. I love being a telehealth provider	7/13/2023 9:45 AM
528	None	7/13/2023 8:58 AM
529	No, in fact Telehealth has allowed me to provide service to people throughout California, not just to those who are able to travel to my office. So, the opposite of "barriers."	7/13/2023 8:29 AM
530	Acceptability with patients, some patients prefer in-person.	7/13/2023 7:31 AM
531	no	7/13/2023 7:15 AM
532	No	7/12/2023 10:44 PM
533	I find it important to meet and assess new patients in a face-to-face setting before considering telehealth.	7/12/2023 6:19 PM
534	Elderly patients with limited tech skills	7/12/2023 5:45 PM
535	No	7/12/2023 4:27 PM
536	None.	7/12/2023 3:57 PM
537	No barriers at all	7/12/2023 3:25 PM
538	I don't think so	7/12/2023 2:53 PM
539	Most critical issues have been addressed. As with in-person, once the macro level is managed, micro issues can come forward.	7/12/2023 2:47 PM
540	No	7/12/2023 1:43 PM
541	None	7/12/2023 1:04 PM

542	Contractors not cleared to perform telehealth when employees are	7/12/2023 1:04 PM
543	More research is needed on long term results and efficacy of Telehealth in its many formats.	7/12/2023 12:41 PM
544	Unknown	7/12/2023 11:40 AM
545	Just clear guidelines on working with folks who spend significant portions of time out of CA state either for work or travel.	7/12/2023 11:33 AM
546	Lack of technical preparedness of patients. Medi-Cal and Medicare recipients, particularly older adults and patients with cognitive or learning impairments, are not as well versed in online communication or IT in general.	7/12/2023 11:00 AM
547	Lack of technological competency by some patients.	7/12/2023 10:43 AM
548	No barriers	7/12/2023 10:43 AM
549	Research on when tele-health is contraindicated	7/12/2023 10:27 AM
550	none	7/12/2023 10:07 AM
551	No	7/12/2023 9:12 AM
552	No	7/12/2023 8:54 AM
553	Geriatric clients lacking technical sophistication struggle with the technology	7/12/2023 8:14 AM
554	no	7/12/2023 7:16 AM
555	Missing nonverbal cues	7/12/2023 6:33 AM
556	no	7/12/2023 6:17 AM
557	No	7/12/2023 4:44 AM
558	Some Clients have difficulty with technology	7/11/2023 11:09 PM
559	Biggest for me is the lack of clarity of MediCare payments for Tele-psychotherapy inn billing- location of service??	7/11/2023 10:25 PM
560	I think HIPPA is suppose to help clients, but it can be used in a way that actual prevents them from getting the best care.	7/11/2023 6:03 PM
561	None	7/11/2023 5:30 PM
562	Regional or jurisdictional restrictions: Telehealth platforms can be subject to regional or jurisdictional restrictions, especially when it comes to compliance with privacy regulations or licensing requirements. Certain platforms may not be available or suitable for use in specific countries or regions due to legal or regulatory variations, limiting their usability in telehealth contexts.	7/11/2023 5:17 PM
563	Client ability to use telehealth--lack of understanding of technology	7/11/2023 5:13 PM
564	None	7/11/2023 5:05 PM
565	no	7/11/2023 4:46 PM
566	In person closeness	7/11/2023 3:51 PM
567	None	7/11/2023 3:48 PM
568	No	7/11/2023 3:46 PM
569	Expert Access/Consultation	7/11/2023 3:04 PM
570	With the current mental health crisis and so many newly licensed psychologists having student loan debt, but not being able to find non-profit positions, seems there is a disconnect between what the population needs and therapists can provide.	7/11/2023 2:39 PM
571	No	7/11/2023 2:38 PM
572	Rapport building with clients and their families	7/11/2023 2:34 PM

573	no	7/11/2023 2:24 PM
574	na	7/11/2023 2:06 PM
575	No	7/11/2023 1:16 PM
576	My patients have a hard time understanding the need for privacy when doing digital work. They are often in public places, or at home but with others close enough to interrupt. This regardless of suggestions and Recommendations	7/11/2023 1:02 PM
577	no	7/11/2023 12:46 PM
578	Patients don't take the appointment as seriously and try to multi-task while in session. Distractions from children, doorbells, pets, gardeners, etc. Other family members intruding on sessions. The inability to see and track patient affect, such as tearing up, or disassociative states, online. Therapeutic techniques such as EMDR are not as effective online. Overall, I find the psychotherapeutic experience is downgraded, for both the therapist and patient when it is online.	7/11/2023 12:44 PM
579	no	7/11/2023 12:37 PM
580	Possibly for the client's lack of privacy if responding from home, different type of interpersonal connection, possibly impediments using technology.	7/11/2023 12:24 PM
581	no	7/11/2023 12:16 PM
582	no	7/11/2023 11:45 AM
583	None	7/11/2023 11:44 AM
584	again, reach....please join psypact	7/11/2023 11:42 AM
585	No	7/11/2023 11:32 AM
586	Wish telehealth were an option for existing clients that then move out of state. This would help greatly with continuity of care.	7/11/2023 11:04 AM
587	No	7/11/2023 10:53 AM
588	Like anything, there are pluses and minuses. On the plus side, it was the viable option during the COVID-19 pandemic and I can still work with clients who have moved to other parts of California. So it enhances continuity of care. On the other side, I still prefer seeing clients in "3 dimensions" since that can enhance clinical impressions. There is also the question of how insurers and regulatory bodies will treat telehealth now that the pandemic emergency is presumably over.	7/11/2023 10:33 AM
589	No	7/11/2023 10:29 AM
590	I have not encountered any of these as barriers or issues in delivering telehealth services.	7/11/2023 10:24 AM
591	No	7/11/2023 10:09 AM
592	None that I'm currently aware of.	7/11/2023 9:39 AM
593	We have joint commission requirements in terms of screenings that become ungainly for intakes on telehealth so we have had to modify to texted surveys	7/11/2023 9:31 AM
594	Difficulty engaging certain clients with developmental disabilities on telehealth.	7/11/2023 9:26 AM
595	Generally no	7/11/2023 9:09 AM
596	no	7/11/2023 9:07 AM
597	No	7/11/2023 9:05 AM
598	Less ability to observe client's whole body, clothing and how clients carries themselves	7/11/2023 9:03 AM
599	n/a	7/11/2023 8:53 AM
600	None. I'm surprised how well telehealth works.	7/11/2023 8:52 AM
601	People try yo multi task Lack of privacy in home during session	7/11/2023 8:46 AM

602	you have captured that in the other category	7/11/2023 8:44 AM
603	No	7/11/2023 8:40 AM
604	Unable to see client's physical reactions and lessoned clinical human connection	7/11/2023 8:22 AM
605	None there are no barriers. It is great	7/11/2023 8:19 AM
606	no	7/11/2023 8:13 AM
607	Impact of advent of teleheath on perceptions of clients. Some clients can treat therapy like an Uber App where they think they can "order" therapy when they need it instead of committing to traditional 1-hour/week routinely scheduled appointment.	7/11/2023 7:59 AM
608	For me teleheath and work from home were far less gratifying than in person work, especially with kids. While teleheath was doable in a time of need i do think it pushed me closer to burnout because to me it felt pretty alienating in a way that in person work generally was not.	7/11/2023 7:57 AM
609	No	7/11/2023 7:36 AM
610	Just said at times if you're doing psychotherapy with an older adult, who cannot access virtual sessions it has to be on the telephone, which is still helpful, but nicer to be able to see each other.	7/11/2023 7:26 AM
611	No	7/11/2023 7:19 AM
612	No	7/11/2023 7:19 AM
613	Technology including internet access for clients	7/11/2023 7:09 AM
614	Patients/clients who have no access or training in using computers	7/11/2023 7:06 AM
615	None	7/11/2023 6:43 AM
616	None	7/11/2023 6:38 AM
617	Some folks who have not been exposed to tech, for example, older clients, are intimidated and think they won't be able to do it. Also, while it is good, it is just not the same as being there. It is harder to get the non verbal cues, and you cannot assess a whole person's body language - only what is on the screen. Also, the background is often "filtered", limiting contextual cues. In some cases, it limits the "closeness" of the interaction. But sometimes, in other cases, a person who is otherwise inhibited may be more likely to loosen up due to the perceived "distance" provided by TH.	7/11/2023 5:53 AM
618	No	7/11/2023 5:50 AM
619	None	7/11/2023 5:48 AM
620	Privacy for client. But I've found clients to be resourceful,	7/11/2023 5:27 AM
621	There are a number of out-of-state companies always trying to recruit California psychologists. The Board needs to consider change to present licensure regulations in allowing psychologists to work with clients out-of-state.	7/11/2023 5:01 AM
622	No	7/11/2023 4:27 AM
623	No	7/11/2023 4:11 AM
624	Some of the questions above I would have liked to check off multiple barriers but was unable to do so or elaborate. Telehealth has offered so much more good than barriers to my life and my clients' lives. But I'm a responsible provider who only offers telehealth for concerns that have been proven effective in research. The biggest barrier I find is untrained professionals providing inappropriate care (like play therapy for young children), and the public getting the idea that's appropriate. Or the opposite, they get the idea no telehealth is appropriate for young children when we know evidence based treatments can be just as if not more effective over telehealth for young children with appropriate training.	7/11/2023 3:39 AM
625	Low-income population that cannot have access to technology	7/11/2023 2:00 AM
626	No	7/11/2023 12:15 AM
627	No	7/10/2023 11:48 PM

628	No, I think telehealth has for the most part been a real benefit to my clients. While there are some clients for whom it is not appropriate (younger children) for many it allows them to engage in therapy when it might otherwise not be possible.	7/10/2023 11:43 PM
629	None that I am aware of at this time.	7/10/2023 11:42 PM
630	Clients who are not tech-savvy have difficulty with signing on to a video platform.	7/10/2023 11:35 PM
631	No	7/10/2023 11:29 PM
632	None	7/10/2023 11:18 PM
633	Homelessness, no privacy for some with limited to no space, no phone w video capacity or internet access, limited data/minutes on phones, the need to connect with others in person is lacking.	7/10/2023 11:09 PM
634	Occasionally a client does not have WIFI.	7/10/2023 10:58 PM
635	No	7/10/2023 10:47 PM
636	Yes the impersonal feel of Telehealth. The inability to see the whole person. The client being in their car or in a public place.	7/10/2023 10:13 PM
637	Therapy is about building a relationship and observing behavior and body language. While telehealth could be helpful in some cases, I encourage the board not to get on a bandwagon and try to fit our profession into something that it was never intended to be. Be mindful and think clinically before supporting or implementing any new regulations that would make us no different that a psychic hotline. I realize there is a workforce shortage in the state but that should not be a reason to lower the bar... both about telehealth and about who is now entering the profession. I am not against telehealth. I just wanted to take this opportunity to convey this message to you. I am a member of the public too and sometimes it gives me great concern to wonder who my and/or my family's own provider would be if I needed healthcare	7/10/2023 9:49 PM
638	No	7/10/2023 9:37 PM
639	Lack of peer consultation. With telehealth, I miss connecting with peers and colleges to consult on complex cases. Telehealth can be lonely and isolating for providers who work with difficult patients.	7/10/2023 9:37 PM
640	Having a consistent confidential space to do sessions. I've had to improvise. Would be nice to have office space that doesn't cost an arm and a leg in CA.	7/10/2023 9:34 PM
641	Interventions for children via telehealth	7/10/2023 9:24 PM
642	No	7/10/2023 9:23 PM
643	Clients traveling or moving out of state.	7/10/2023 9:10 PM
644	No	7/10/2023 9:08 PM
645	no	7/10/2023 8:55 PM
646	Telehealth is a suitable option for patients but should not be a substitute for in person care. It is a wonderful alternative for those who would otherwise not have access to treatment and others who need flexibility in scheduling. There needs to be greater awareness that the delivery of psychological services via telehealth is qualitatively different than treatment in person.	7/10/2023 8:51 PM
647	N/a	7/10/2023 8:46 PM
648	I have had to turn down out-of-state patients requesting treatment in a specific language due to jurisdictional limitations. While telehealth can theoretically facilitate access to care for these patients (who reside in states where few psychologists speak their language), clinicians are unable to accommodate such requests.	7/10/2023 8:42 PM
649	Burn out due to practice on telehealth, effectiveness of telehealth for clients -meaning that therapy is now more accessible for various populations but what is the quality of telehealth therapy? I prefer in person services so I notice I have more trouble focusing during telehealth sessions and have more fatigue after solely telehealth session days.	7/10/2023 8:37 PM
650	No	7/10/2023 8:36 PM

651	No	7/10/2023 8:23 PM
652	Lengthy waits for technical assistance for the frequent losses of connection and inability to hear each other or inability to see each other, etc.	7/10/2023 8:22 PM
653	The different locations of professional and patient makes the therapeutic environment difficult to keep consistent. For example, someone has a disruptive room, messy, other people around and so on.	7/10/2023 8:07 PM
654	No additional barriers.	7/10/2023 7:46 PM
655	marketing	7/10/2023 7:44 PM
656	Yes. The clients commitment to coming to therapy. It's too Casual and easy for the client to sit home	7/10/2023 7:38 PM
657	No	7/10/2023 7:35 PM
658	No	7/10/2023 7:35 PM
659	Insurance companies not reimbursing much for out of network mental health care.	7/10/2023 7:34 PM
660	None, presently, come to mind.	7/10/2023 7:31 PM
661	No	7/10/2023 7:29 PM
662	Some patients lack the technology for video appointments.	7/10/2023 7:26 PM
663	No	7/10/2023 7:25 PM
664	No comment.	7/10/2023 7:20 PM
665	N/A	7/10/2023 7:20 PM
666	Insurance companies not making it a permanent modality for reimbursement.	7/10/2023 7:18 PM
667	Level of fatigue for therapist is much greater in telecare. Relational quality in therapy is more difficult to achieve.	7/10/2023 7:10 PM
668	No	7/10/2023 7:08 PM
669	No	7/10/2023 7:06 PM
670	No	7/10/2023 6:55 PM
671	I work in addiction treatment. From my experience in this field, telehealth is inappropriate in addiction treatment for these reasons: 1) We cannot see exactly if the client is under a substance or playing games on his phone (for gambling disorder clients). 2) Telehealth is not helping to create relationships and connect with others to get out of isolation. 3) We as therapists cannot use different tools such as art therapy, yoga, music therapy, etc. 4) The connection with the client through telehealth is not as strong as in person.	7/10/2023 6:52 PM
672	Do 't know	7/10/2023 6:44 PM
673	I do not feel there are many barriers in telehealth, at least, not at this time	7/10/2023 6:36 PM
674	No	7/10/2023 6:26 PM
675	Client's understanding of using telehealth in a confidential manner - i.e., initiating a session from a table on a balcony of a restaurant with other persons nearby.	7/10/2023 6:26 PM
676	na	7/10/2023 6:25 PM
677	None	7/10/2023 6:15 PM
678	no	7/10/2023 6:13 PM
679	Client privacy	7/10/2023 6:11 PM
680	Verifying client location, continuation of care when clients are traveling out of state	7/10/2023 6:11 PM
681	no	7/10/2023 6:09 PM
682	NO	7/10/2023 6:02 PM

683	None	7/10/2023 5:58 PM
684	Insurance companies having power to decide if telehealth is reimbursable or not.	7/10/2023 5:55 PM
685	No	7/10/2023 5:54 PM
686	No	7/10/2023 5:51 PM
687	No	7/10/2023 5:51 PM
688	Clients move but license doesn't cross state lines. This is my biggest barrier.	7/10/2023 5:51 PM
689	no	7/10/2023 5:50 PM
690	What to do when a patient moves out of state because California does not participate in the multi-state telehealth agreement	7/10/2023 5:49 PM
691	None that I can think of	7/10/2023 5:44 PM
692	No	7/10/2023 5:39 PM
693	No it has been an easy transition	7/10/2023 5:39 PM
694	Lack of ability to do telehealth across state lines when patients travel or go away to college is the main barrier I experience in my practice.	7/10/2023 5:37 PM
695	Patient internet and tech costs for quality telehealth experience	7/10/2023 5:34 PM
696	I have not come across	7/10/2023 5:27 PM
697	peer consultation sometimes requires extra effort to coordinate	7/10/2023 5:22 PM
698	n/a	7/10/2023 5:19 PM
699	I'm answering these questions for my practice only. None	7/10/2023 5:18 PM
700	Mainly the stability of wi fi or te platforms, audio quality on zoom in one courtroom.	7/10/2023 5:18 PM
701	Some families do not have the technology or the environment to support it	7/10/2023 5:17 PM
702	The Board of Psy is NOT regulating the TECH companies that are for profit. Instead it appears that the onus of responsibility to comply with ethical guidelines falls on the psychologist. But these companies should not even exist to begin with---talk to psychologists who actually are attempting to comply with the for profit company guidelines---the actual contact with the therapist is woefully lacking---i.e. through texting, and the use of AI. Again, the Board should be considering the regulation of online/tech provision of psychological services.	7/10/2023 5:16 PM
703	no barrier is if it is not reimburseable by insurance	7/10/2023 5:04 PM
704	No	7/10/2023 5:00 PM
705	No.	7/10/2023 4:59 PM
706	No	7/10/2023 4:54 PM
707	no	7/10/2023 4:41 PM
708	N/A	7/10/2023 4:29 PM
709	it works fairly reliably for me	7/10/2023 4:27 PM
710	The major problem in my practice is related to children, assessment and adolescents who have been my patients for some time who are going to college and would like to continue with me, however, there are licensing problems.	7/10/2023 4:25 PM
711	No	7/10/2023 4:25 PM
712	Fear that telehealth will be reimbursed at a rate lower than office reimbursement	7/10/2023 4:23 PM
713	It is counterintuitive to any aspect of my professional trading	7/10/2023 4:23 PM
714	Dropped / interrupted sessions for clients using their phones when they receive a call from their favorites or family members . They can block calls but when family members call they	7/10/2023 4:23 PM

don't get blocked and it cuts off the session when clients use their cell phone for telehealth when in the roadside, or out of office

715	Most of the above are systemic barriers. It is important as a therapist to determine how you are going to stay connected and up to date on practices since you are not coincidentally in touch with others.	7/10/2023 4:19 PM
716	No	7/10/2023 4:09 PM
717	Screen fatigue	7/10/2023 4:07 PM
718	No	7/10/2023 4:06 PM
719	no	7/10/2023 3:58 PM
720	No	7/10/2023 3:57 PM
721	There is such a severe need for mental health services for many underserved populations, there should be greater efforts made to reach more people via this modality, since it is so effective, accessible and available	7/10/2023 3:57 PM
722	No	7/10/2023 3:42 PM
723	Not that I can think of	7/10/2023 3:39 PM
724	It has worked to my clients advantage in a significant way. It allows them to have access to me on more of a consistent level. They don't have to worry about driving into my office, taking time off work, or finding daycare. I'm my case, it has been very successful all the way around	7/10/2023 3:39 PM
725	No	7/10/2023 3:38 PM
726	No	7/10/2023 3:34 PM
727	none	7/10/2023 3:33 PM
728	No	7/10/2023 3:31 PM
729	When using Telehealth, I think it's even more importannt than in an office setting for clinicians to know the limits of their abilities/scope of practice, so as to know when to get consultation and refer out.	7/10/2023 3:31 PM
730	User friendly platforms for the elderly, sometimes technology is an issue.	7/10/2023 3:30 PM
731	I worry about whether insurance companies will stop reimbursing telehealth sessions and the uncertainty makes it hard to make plans around providing telehealth - I have maintained office space in case I need to return more to the office. But for most of my clients the convenience of telehealth outweighs the downsides of not meeting in person	7/10/2023 3:24 PM
732	No	7/10/2023 3:21 PM
733	No	7/10/2023 3:19 PM
734	None	7/10/2023 3:15 PM
735	no	7/10/2023 3:11 PM
736	Patients lack of ability to use technology	7/10/2023 3:11 PM
737	I don't recognize any true barriers, although I feel concerned that Telehealth may not be an option in the future and many clients have elected to utilize it during and following COVID-19. It is more convenient for a large portion of clients.	7/10/2023 3:04 PM
738	No	7/10/2023 2:59 PM
739	The greatest barrier/deterrent is the lack of interstate licensure reciprocity for Psychologists.	7/10/2023 2:59 PM
740	no	7/10/2023 2:58 PM
741	No	7/10/2023 2:57 PM
742	Not that I know of	7/10/2023 2:56 PM
743	Connectivity and client privacy	7/10/2023 2:53 PM

744	No	7/10/2023 2:51 PM
745	Nothing is as good as in person	7/10/2023 2:49 PM
746	no	7/10/2023 2:49 PM
747	N/A	7/10/2023 2:48 PM
748	I prefer in patient services as contact supports individuals in making changes in their lives. I experience patients are more present in person.	7/10/2023 2:48 PM
749	In my experience, Telehealth has provided access instead of hindering it and believe it is vital to ensure that we as licensed psychologist are allowed and supported in continuing to provide our services virtually so we may reach hard to reach populations. It is also critical that theres advocacy for insurance to continue to reimburse for these services beyond the pandemic.	7/10/2023 2:38 PM
750	Having patient's be up and ready for therapy, as having them lie in bed in not great.	7/10/2023 2:38 PM
751	The most important barrier is: Loss of many nuances in communication.	7/10/2023 2:37 PM
752	No, I use an end to end password protected email account and 2 end to end encrypted telehealth platforms. Telehealth has made it possible to deliver services to patients who would otherwise not be able to participate in treatment.	7/10/2023 2:35 PM
753	I would like to see studies that compare the efficacy of telehealth and on-sight treatments.	7/10/2023 2:34 PM
754	None	7/10/2023 2:29 PM
755	No	7/10/2023 2:28 PM
756	No	7/10/2023 2:24 PM
757	I see telehealth breaking down barriers more than creating barriers. I serve a lot of disabled clients on Medicare who when I moved to Oregon were not able to find a psychologist to see them until I started seeing them again when Medicare allowed telehealth services. Additionally, many clients with difficult finances find telehealth services much more affordable as they do not suffer severe financial costs to get to sessions or lengthy amounts of time through usage of inconvenient mass transit.	7/10/2023 2:20 PM
758	Online supervision should be extended. It increases access for both supervisees and supervisors.	7/10/2023 2:14 PM
759	None	7/10/2023 2:10 PM
760	Administration of certain measures for psychological testing	7/10/2023 2:08 PM
761	Some clients just want to meet in person so I refer them to therapists who are meeting in person.	7/10/2023 2:07 PM
762	No	7/10/2023 2:06 PM
763	Not that I can think of	7/10/2023 2:06 PM
764	No	7/10/2023 2:01 PM
765	No	7/10/2023 2:01 PM
766	N/A	7/10/2023 1:53 PM
767	Private location for telehealth services on community college and university campuses. Students are sharing a dorm room and some private study rooms are first come first serve. I've emailed campus counseling centers and they haven't been able to help.	7/10/2023 1:49 PM
768	Ability to focus	7/10/2023 1:48 PM
769	None	7/10/2023 1:47 PM
770	Nothing comes to mind right now.	7/10/2023 1:35 PM
771	Licensing - it would be great if California entered psychpact or any other system (if available) so that tele health practitioners could practice across borders	7/10/2023 1:35 PM
772	No	7/10/2023 1:33 PM

773	no	7/10/2023 1:27 PM
774	No	7/10/2023 1:26 PM
775	None	7/10/2023 1:26 PM
776	None	7/10/2023 1:25 PM
777	no	7/10/2023 1:24 PM
778	Sometimes challenges are presented when patients go to other state jurisdictions and cannot be seen.	7/10/2023 1:24 PM
779	Not at this time, but we need to insure that insurance companies continue to allow this practice and that at state levels telehealth continues to be an allowed form of delivering mental health treatment.	7/10/2023 1:24 PM
780	None	7/10/2023 1:23 PM
781	None	7/10/2023 1:20 PM
782	Current laws regarding telehealth across state lines	7/10/2023 1:18 PM
783	Yes the lack of sophistication in tech among the elderly who often live alone and don't even have computers for options vrs using only a phone	7/10/2023 1:16 PM
784	N/A	7/10/2023 1:11 PM
785	None	7/10/2023 1:10 PM
786	Everything in mental health seems to be on a spectrum. The people who plan ahead and are ready for their sessions do much better than those who are not functioning at a high level in the first place, the homeless, the addicted, the uncommitted to therapy in the first place patients.	7/10/2023 1:10 PM
787	none	7/10/2023 1:07 PM
788	No	7/10/2023 1:07 PM
789	We don't know as a field is telehealth is appropriate for what individuals...and if and when a person should be seen in person for more effective care	7/10/2023 1:02 PM
790	Threat of Telehealth not being covered by insurance, territory boundaries (out of state, country regulations)	7/10/2023 1:01 PM
791	no	7/10/2023 12:58 PM
792	no	7/10/2023 12:57 PM
793	No	7/10/2023 12:55 PM
794	Research indicating the effectiveness of telehealth for psychology practice is lacking.	7/10/2023 12:52 PM
795	Clients' access to Internet and lack of facility of using electronic devices	7/10/2023 12:51 PM
796	Confusion about which telehealth platforms are HIPAA compliant and how to use them in a compliant way	7/10/2023 12:50 PM
797	No	7/10/2023 12:48 PM
798	No	7/10/2023 12:47 PM
799	no	7/10/2023 12:46 PM
800	Unique legal/ethical challenges to that modality	7/10/2023 12:45 PM
801	None	7/10/2023 12:43 PM
802	If there is a choice in person is always better.	7/10/2023 12:43 PM
803	No	7/10/2023 12:43 PM
804	Not aware of any.	7/10/2023 12:41 PM

805	Not outside of cost and/or elderly individuals who are hesitant with technology	7/10/2023 12:40 PM
806	Yes, many mental health professionals (and medical doctors) are not willing to take Medi-Cal clients due to the very low rate of payments and the exceptionally slow rate of payment and the unresponsiveness of the Medi-Cal system. For example, I once got paid for a Medi-Cal client six months after he had died (for the accumulation of many months of weekly in-person sessions that I had provided and that I had never gotten paid for while he was alive). So, some of the most in-need residents in California are being penalized for being in poverty because there are not enough mental health professionals willing to go through the very unprofessional conduct of Medi-Cal. If Medi-Cal would pay Psychologists at a more reasonable rate (and in as timely a fashion as Medicare), then the field of Psychology could be more inclusive and effective.	7/10/2023 12:39 PM
807	No	7/10/2023 12:38 PM
808	No	7/10/2023 12:37 PM
809	Lack of appropriate treatment space on the patient's end. Every one of my patients has, at least once, attended their videoconference session while laying in bed.	7/10/2023 12:37 PM
810	no	7/10/2023 12:37 PM
811	No	7/10/2023 12:34 PM
812	No	7/10/2023 12:31 PM
813	Clients ability to find a private place to speak.	7/10/2023 12:29 PM
814	None.	7/10/2023 12:28 PM
815	None	7/10/2023 12:28 PM
816	No, but I work with adolescents and young adults. It would be great if we could find a way to provide consistency to clients who attend college out of state. The disruptions to treatment outweigh other factors. Could we, for example, take tests on the laws in the states they attend college in to get temporary access to provide care to students who are residents of California attending college out of state? If there wasn't a crisis due to a shortage of practitioners then I could see the need to prevent CA licensees from providing care to out of state students. In the current situation it would make a huge positive difference in access to care for young adults. It could also work for clients filming out of state on location temporarily. It's time to recognize what research has proven. The relationship with the therapist matters. We are not special, but we are not interchangeable either.	7/10/2023 12:28 PM
817	Use of interpreters during telehealth visits	7/10/2023 12:26 PM
818	Not that I can identify	7/10/2023 12:26 PM
819	I have not had any other issues.	7/10/2023 12:26 PM
820	Differing state rules for providing telehealth when clients are out of town. Some states allow without being licensed in that other state while other states do not.	7/10/2023 12:24 PM
821	No	7/10/2023 12:23 PM
822	software compatibility with phones, tablets, computers, etc	7/10/2023 12:18 PM
823	Can be a little harder to read body language, see if a client is disheveled or has poor hygiene.	7/10/2023 12:17 PM
824	Lack of connectivity between therapist and client due to being in separate spaces during therapy.	7/10/2023 12:15 PM
825	no	7/10/2023 12:15 PM
826	No	7/10/2023 12:14 PM
827	None	7/10/2023 12:14 PM
828	Organizations not will to develop telehealth programs for psychologists to practice.	7/10/2023 12:12 PM
829	Should be nationwide	7/10/2023 12:12 PM
830	no	7/10/2023 12:11 PM

831	I started doing telehealth for the VA in 2011. I was skeptical but found it surprisingly effective. I prefer using video platforms that are hippa compliant. There are cars that are inappropriate and I think children and teens do better in person.	7/10/2023 12:10 PM
832	No	7/10/2023 12:09 PM
833	No	7/10/2023 12:09 PM
834	No	7/10/2023 12:09 PM
835	no	7/10/2023 12:07 PM
836	Many people who use the internet as I am doing, would rather be of service in other ways.	7/10/2023 12:05 PM
837	No	7/10/2023 12:03 PM
838	More research concerning the efficacy of in-person vs. remote sessions.	7/10/2023 12:03 PM
839	Problems with working across state lines... Lack of parity as a psychologist because California does not have a relationship with other states that makes working across state lines easy rather than impossible.	7/10/2023 12:01 PM
840	NO	7/10/2023 12:00 PM
841	None	7/10/2023 12:00 PM
842	no	7/10/2023 12:00 PM
843	Barriers to forming interpersonal connection; reinforcement or enabling of dysfunctional interpersonal behaviors in clients and therapists (distracting self during sessions, avoiding eye contact, turning off camera). Practical things like helping a client complete worksheets during sessions	7/10/2023 12:00 PM
844	Yes, inability to continue therapy with clients traveling temporarily out of state! Ridiculous and a BIG continuity of care issue!	7/10/2023 12:00 PM
845	None	7/10/2023 11:59 AM
846	None	7/10/2023 11:59 AM
847	Not for me, both myself and my clients are enjoying telehealth and are having good results from our work due to the consistency with meeting.	7/10/2023 11:58 AM
848	no	7/10/2023 11:57 AM
849	Age of client: older adults have greater challenges in getting care through telemedicine (lack of interest in seeing provider online, difficulties connecting to the platform, not being familiar with the technology)	7/10/2023 11:57 AM
850	no	7/10/2023 11:55 AM
851	None	7/10/2023 11:54 AM
852	Therapy with young children who are not able to interact well via computer/phone	7/10/2023 11:53 AM
853	Yes. The psychology boards create too many roadblocks to provide professional experience Across the globe. Because of this other less qualified people end up offering services, charging more and doing the work that we are more trained and capable to do. We need to allow licensed educated long practiced providers to help more people every where.	7/10/2023 11:51 AM
854	Reiterating that some clients do not have either the skill, interest or technology to conduct sessions via zoom	7/10/2023 11:48 AM
855	Patients don't always have confidential locations	7/10/2023 11:45 AM
856	The inability to see body language limiting non-verbal cues to patient's state, unclear picture limiting ability to see facial expression clearly, patients struggling to engage in therapy in the same way as they would in-office (despite instruction and redirection), limits to establishing and/or maintain safety, limited confidentiality due to others' in the home being able to hear content of session	7/10/2023 11:45 AM
857	no	7/10/2023 11:43 AM

858	None	7/10/2023 11:42 AM
859	Privacy — client having a private space for therapy sessions	7/10/2023 11:41 AM
860	Overall this has allowed for more people for psych help and they are doing it & only barriers are still insurance companies either denying or delaying treatment. For profit organizations are oxymorons for medical & psychological services as all professionals know it!	7/10/2023 11:41 AM
861	No	7/10/2023 11:40 AM
862	N/A	7/10/2023 11:39 AM
863	None	7/10/2023 11:37 AM
864	Very biased management	7/10/2023 11:37 AM
865	No.	7/10/2023 11:37 AM
866	No	7/10/2023 11:36 AM
867	not really...it does seem to be the wvae of the future and solves lots of problems	7/10/2023 11:34 AM
868	Yes, clients that move around and the lack of ability to see people across state line. With covid and work/home people are moving between states more often than before. I believe there should be a universal license application to work with people beyond state lines.	7/10/2023 11:34 AM
869	Sufficient training in regard of short term trips to other states	7/10/2023 11:34 AM
870	preference for in-person contact	7/10/2023 11:33 AM
871	Telehealth does not foster the therapeutic alliance as well as in-person meetings.	7/10/2023 11:32 AM
872	No	7/10/2023 11:31 AM
873	N/a	7/10/2023 11:31 AM
874	Patients with limited access to technology or limited ability to manage technology	7/10/2023 11:30 AM
875	No	7/10/2023 11:28 AM
876	Client prefers in person care.	7/10/2023 11:28 AM
877	no	7/10/2023 11:27 AM
878	No	7/10/2023 11:27 AM
879	No	7/10/2023 11:26 AM
880	no	7/10/2023 11:25 AM
881	no	7/10/2023 11:25 AM
882	Trauma work has not been studied well for telehealth application. EMDR specifically could be profitably researched and modified.	7/10/2023 11:25 AM
883	advertisement/client knowledge of telehealth services in all serviced areas. Limits to professional advertising with certain insurances and outside of insurance for cash-pay clients	7/10/2023 11:23 AM
884	No, telehealth has been such a positive in his field with stigmas still attached to mental health care and transportation issues.	7/10/2023 11:22 AM
885	lack of confidentiality, privacy when clients meet in public spaces or others intervene in the session due to client's space they are in at the time of the session (family, friends, or even strangers) and clients don't necessarily understand the potential harm in this so it is an ongoing conversation to support them in being aware	7/10/2023 11:22 AM
886	none	7/10/2023 11:21 AM
887	N/A	7/10/2023 11:20 AM
888	I don't think we know enough about treatment outcomes, particular populations or techniques that help overcome barriers	7/10/2023 11:19 AM
889	No	7/10/2023 11:18 AM

890	Some clients are not appropriate for telehealth so need good screening tools.	7/10/2023 11:18 AM
891	Patients not having access to a laptop or desktop computer and having to conduct the session on a cell phone.	7/10/2023 11:18 AM
892	Telehealth care with specific populations who may not be well suited for telehealth.	7/10/2023 11:17 AM
893	None	7/10/2023 11:17 AM
894	No	7/10/2023 11:17 AM
895	No	7/10/2023 11:14 AM
896	Zoom fatigue	7/10/2023 11:13 AM
897	No	7/10/2023 11:12 AM
898	Some clients prefer face to face sessions	7/10/2023 11:12 AM
899	No	7/10/2023 11:09 AM
900	No	7/10/2023 11:09 AM
901	No	7/10/2023 11:08 AM
902	No	7/10/2023 11:08 AM
903	platform I work for does not provide group counseling. Not very user friendly for children and teens. Cannot have couples or family in multiple locations.	7/10/2023 11:08 AM
904	No	7/10/2023 11:08 AM
905	no	7/10/2023 11:08 AM
906	No, telehealth has improved the state of service provision.	7/10/2023 11:07 AM
907	Na	7/10/2023 11:06 AM
908	None	7/10/2023 11:06 AM
909	No additional barriers. Overall telehealth has greatly improved access, compliance and recovery	7/10/2023 11:06 AM
910	Some clients have difficulty finding a space that ensures privacy.	7/10/2023 11:06 AM
911	Isolation of remote workers	7/10/2023 11:06 AM
912	As someone who is slightly over middle-aged, I find it difficult to discern which platforms are HIPPA compliant because the descriptions provided by the platforms can be confusing	7/10/2023 11:04 AM
913	No	7/10/2023 11:03 AM
914	Insurance coverage in general as well as out of pocket cost	7/10/2023 11:02 AM
915	none	7/10/2023 11:02 AM
916	Regulations remain the basic problem. Technology is years ahead.	7/10/2023 11:01 AM
917	Parents unavailability that makes the session less safe for patients with safety concerns	7/10/2023 10:59 AM
918	None	7/10/2023 10:59 AM
919	no	7/10/2023 10:58 AM
920	Evidence concerning efficacy of training (longer term outcomes) to ensure effective practice and protection of the public.	7/10/2023 10:58 AM
921	Just lack of access to or knowledge enough to use video technology.	7/10/2023 10:58 AM
922	The development of the therapeutic relationship	7/10/2023 10:58 AM
923	Occasionally during a session, unexpected interruptions can occur with someone else entering the room and disrupting privacy. This happens very rarely. The benefits of providing a tele-psychotherapy session outweigh the challenges of patients driving to my office for a	7/10/2023 10:58 AM

psychotherapy session. Cancellations and No Shows have decreased since offering tele-psychotherapy sessions

924	Some clients seem to need the contact of in person psychotherapy.	7/10/2023 10:57 AM
925	We have to make sure the clients are physically in California.	7/10/2023 10:57 AM
926	No	7/10/2023 10:56 AM
927	No	7/10/2023 10:55 AM
928	state licensing barriers	7/10/2023 10:55 AM
929	Flexibility in patients travelling across state lines	7/10/2023 10:54 AM
930	none	7/10/2023 10:54 AM
931	Training	7/10/2023 10:53 AM
932	There are some clients who have disabilities that limit their use of telehealth technology. For instance, I have a client that is legally blind and bedridden and can only talk on their phone but cannot afford to pay for broadband access or a computer nor can they see well enough to use a computer.	7/10/2023 10:53 AM
933	Crisis intervention vs therapy	7/10/2023 10:53 AM
934	Specific paperwork requirements and necessary Telehealth Informed Consent forms	7/10/2023 10:52 AM
935	Not that I can think of.	7/10/2023 10:52 AM
936	Client uncomfortable or unfamiliar with technology	7/10/2023 10:52 AM
937	Client worried other's may hear them. Sometimes finding a private space.	7/10/2023 10:52 AM
938	No	7/10/2023 10:51 AM
939	client needs to be in a private space	7/10/2023 10:51 AM
940	none	7/10/2023 10:50 AM
941	no--I think telehealth is a great way or reaching many patients.	7/10/2023 10:50 AM
942	Only that for some clients, the technology is hard for them due to age and others want the in-person connection.	7/10/2023 10:48 AM
943	No	7/10/2023 10:48 AM
944	Some insurance carriers create barriers to telehealth w/r/t copayments or reimbursement because they don't cover it.	7/10/2023 10:47 AM
945	The main problem was poor reception, programs freezing or losing the client in the middle of a session and needing to reboot. Sound quality going down. Some clients just are not technically savey. Medicare doesn't lay them do phone therapy now. There has to be visual contact.	7/10/2023 10:47 AM
946	No	7/10/2023 10:45 AM
947	California should be a PSYPACT state.	7/10/2023 10:44 AM
948	No	7/10/2023 10:44 AM
949	No, I find telehealth to be very valuable for some clients with either very busy schedules or who live further away from my office.	7/10/2023 10:44 AM
950	Some clients indicated difficulty finding confidential space.	7/10/2023 10:44 AM
951	Licensure not applying across state lines. The versatility and continuation of care allowed in using TeleHealth is erased once a client is: traveling, forced to move by their job, going to college, etc.	7/10/2023 10:42 AM
952	1. doing all of the paperwork virtually (e.g., mail documents using USPS or emailing documents bringing in HIPAA compliance) slows down when the work can begin 2. getting paid when don't see people in person weekly. many of my clients pay for multiple sessions in advance, which is great, but i only use mail via USPS so depending on when they mail	7/10/2023 10:42 AM

	payment and how fast or slow USPS is working will determine when i get paid. often, payment is lagging behind the appointment.	
953	In-person sessions allow me to observe the the totality of the client especially the pephysical reactivity	7/10/2023 10:41 AM
954	Age: not appropriate for young children Services: not validated for child/teen assessments	7/10/2023 10:40 AM
955	Some insurance plans now do not accept telephonic therapy appointments, only video, this is a significant problem for the elderly population that I treat that do not feel comfortable using computers and prefer only telephone appointments.	7/10/2023 10:40 AM
956	NO	7/10/2023 10:39 AM
957	No	7/10/2023 10:39 AM
958	Miss the interaction of being in person with my colleagues	7/10/2023 10:39 AM
959	No	7/10/2023 10:39 AM
960	Not for me.	7/10/2023 10:39 AM
961	No	7/10/2023 10:38 AM
962	Yes ability to do telehealth across state lines	7/10/2023 10:38 AM
963	The pt's are more inclined to skip sessions.	7/10/2023 10:38 AM
964	It's mostly the unreliable internet connectivity and a concern that insurance will not provide reimbursement.	7/10/2023 10:37 AM
965	No	7/10/2023 10:36 AM
966	Lack of better support from BOP	7/10/2023 10:36 AM
967	no	7/10/2023 10:36 AM
968	None	7/10/2023 10:35 AM
969	None	7/10/2023 10:35 AM
970	no	7/10/2023 10:34 AM
971	N/A	7/10/2023 10:34 AM
972	No network is totally secure.	7/10/2023 10:33 AM
973	No	7/10/2023 10:33 AM
974	No	7/10/2023 10:32 AM
975	No	7/10/2023 10:32 AM
976	The biggest barrier to my practice, and my ability to help others, is the limitation of my license to CA clients only. I have a rare specialty and I'd like to be able to help people across the country.	7/10/2023 10:32 AM
977	no	7/10/2023 10:31 AM
978	No	7/10/2023 10:31 AM
979	None	7/10/2023 10:30 AM
980	Not enough overall training. Many therapist assume they know how to properly use telehealth technology.	7/10/2023 10:30 AM
981	None	7/10/2023 10:29 AM
982	Lack of adequate insurance coverage that reimburses providers a fair amount per session	7/10/2023 10:29 AM
983	No	7/10/2023 10:28 AM
984	Not that I am aware of	7/10/2023 10:28 AM
985	No	7/10/2023 10:28 AM

986	Don't know	7/10/2023 10:28 AM
987	Sometimes rapport building is difficult	7/10/2023 10:28 AM
988	This seems small, but I recently had to switch from contacts to glasses and found that I had to change my neck position so that clients could see my eyes. I had to do this for a few weeks and it oddly contributed to muscle stiffness. In general I don't like the boundary that glasses create, but this just added to the problem. Because I offer telehealth a significant percentage of time and have "visual inattention" (according to my own neuropsychological assessment), I have been experiencing fatigue. I have read about "zoom fatigue" however, I wonder if this doesn't affect me more given my visual inattention. I think everyone may be in this situation but I am burnt out. I have tried to get more in-person clients (rented out a space) but people seem quite content with Telehealth.	7/10/2023 10:28 AM
989	Stated earlier - - wondering how on board the Board of Psych is in terms of supporting this work and its inherent risks	7/10/2023 10:27 AM
990	Reliable efficacy studies	7/10/2023 10:26 AM
991	None	7/10/2023 10:25 AM
992	Medi-Cal clients often do not have access or ability to wi-fi and zoom.	7/10/2023 10:25 AM
993	while clinicians can afford good quality equipment some patients do not have the availability or technical skills needed for telepsych.	7/10/2023 10:25 AM
994	I'd like to echo the inappropriateness of remote treatment for certain populations, beyond those requiring psych testing. There is almost an imaginary barrier via telehealth in which the interaction seems less personal (as can be seen in the harsh ways respond to each other online when the sane person likely has different interactions in person). I'm not sure how well I explained that but it's almost as if there is something dehumanizing about visiting over a computer - I find I have less empathy, less understanding, and may be quicker to judge as compared to in person interactions. This is very important in high stakes matters where a comprehensive understanding is crucial.	7/10/2023 10:25 AM
995	none	7/10/2023 10:24 AM
996	no	7/10/2023 10:23 AM
997	Providers need to know how to match the level of sophistication of the platform to the patient's capabilities. For example, FaceTime is ideal for those with little technical ability. Zoom can be intimidating for some elderly patients.	7/10/2023 10:23 AM
998	No way to reasonably do neuropsychological testing via telehealth	7/10/2023 10:22 AM
999	no	7/10/2023 10:22 AM
1000	None	7/10/2023 10:22 AM
1001	Pts with hearing and vision impairments	7/10/2023 10:22 AM
1002	"More human connection"	7/10/2023 10:21 AM
1003	Again, we need psypact. Please reconsider your position on having a mobility license. Client expect this now and are frequently frustrated that I cannot provide for them under my California license.	7/10/2023 10:21 AM
1004	There is some barriers with insurance accepting and also credentialing boards becoming up to speed on PsyPact and allowing out of state access for clients.	7/10/2023 10:21 AM
1005	Psypact. Join it.	7/10/2023 10:21 AM
1006	No	7/10/2023 10:21 AM
1007	no	7/10/2023 10:20 AM
1008	Cultural and language	7/10/2023 10:20 AM
1009	Reluctance of some clients to use telehealth even when clinically appropriate.	7/10/2023 10:20 AM
1010	None, thank you for asking.	7/10/2023 10:19 AM

1011	none	7/10/2023 10:18 AM
1012	Simplified Telehealth training for elderly (60+ years of age)	7/10/2023 10:17 AM
1013	N/A	7/10/2023 10:17 AM
1014	No	7/10/2023 10:16 AM
1015	as above. If someone never saw patients in the office their treatment using psychotherapy will be sorely limited and the treatment will be of limited utility.	7/10/2023 10:16 AM
1016	none	7/10/2023 10:15 AM
1017	Lack of a private place for clients to take calls.	7/10/2023 10:15 AM
1018	screen psychotherapy can be painful for migraine sufferers, both patients and clinicians	7/10/2023 10:15 AM
1019	Disabled accessibility. Of course, as a disabled person, we are quite used to being overlooked.	7/10/2023 10:15 AM
1020	We don't have good evidence that telehealth outcomes are equivalent to in person outcomes. I strongly discourage the use of teletherapy for child and adolescent patients.	7/10/2023 10:15 AM
1021	no	7/10/2023 10:12 AM
1022	No	7/10/2023 10:12 AM
1023	none	7/10/2023 10:12 AM
1024	No	7/10/2023 10:11 AM
1025	Nope	7/10/2023 10:10 AM
1026	Telehealth doesn't seem to be a barrier to practice. Psychology should be adapting quickly to new technologies so we stay relevant in a world using the internet 24/7	7/10/2023 10:10 AM
1027	language barriers for monolingual (non-english) speakers	7/10/2023 10:10 AM
1028	Ambiguity about the status of ongoing telehealth.	7/10/2023 10:10 AM
1029	N/A	7/10/2023 10:09 AM
1030	None	7/10/2023 10:08 AM
1031	no	7/10/2023 10:08 AM
1032	none, love teleheath	7/10/2023 10:08 AM
1033	Working for a for profit insurance company that schedules 8-11 pts a day providing 30-45 min telehealth sessions for patients who are experiencing moderate to severe symptoms.	7/10/2023 10:08 AM
1034	No	7/10/2023 10:07 AM
1035	No	7/10/2023 10:07 AM
1036	Posssible requirement that we see patients once a year. My Seniors are still afraid of Covid and/or can't drive	7/10/2023 10:07 AM
1037	None really	7/10/2023 10:06 AM
1038	Publicize the research that shows that it is equally beneficial	7/10/2023 10:06 AM
1039	No	7/10/2023 10:05 AM
1040	None	7/10/2023 10:05 AM
1041	No	7/10/2023 10:05 AM
1042	I am finding more people are wanting in person services than telehealth services. People are just tired of using computers to have appointments.	7/10/2023 10:05 AM
1043	no	7/10/2023 10:04 AM
1044	Populations that don't have access to internet and/or devices continue to be obstacles for treatment.	7/10/2023 10:04 AM

1045	no	7/10/2023 10:03 AM
1046	No	7/10/2023 10:03 AM
1047	No	7/10/2023 10:01 AM
1048	none.	7/10/2023 10:01 AM
1049	The need for a national recognition of licenses for Telehealth, especially when a patient begins treatment while living in California and then moves to another state.	7/10/2023 10:01 AM
1050	No	7/10/2023 10:00 AM
1051	No	7/10/2023 10:00 AM
1052	No	7/10/2023 10:00 AM
1053	institutional policies	7/10/2023 9:59 AM
1054	N/A	7/10/2023 9:59 AM
1055	None	7/10/2023 9:59 AM
1056	None	7/10/2023 9:58 AM
1057	age of client	7/10/2023 9:58 AM
1058	No	7/10/2023 9:58 AM
1059	No	7/10/2023 9:58 AM
1060	Privacy of home office location given requirements for published business/practice addresses by various licensing boards	7/10/2023 9:58 AM
1061	None	7/10/2023 9:57 AM
1062	none	7/10/2023 9:57 AM
1063	n/a	7/10/2023 9:57 AM
1064	NO	7/10/2023 9:57 AM
1065	I understand the barriers and these have not been a concern.	7/10/2023 9:57 AM
1066	Some clients are not comfortable or just prefer in-person care.	7/10/2023 9:57 AM
1067	People need to understand that for many populations and treatment approaches, telehealth is as effective as in person. That scares people away. They are afraid that they are getting substandard treatment as a result.	7/10/2023 9:57 AM
1068	No	7/10/2023 9:56 AM
1069	Clinician health related to sitting and looking at a screen for hours.	7/10/2023 9:56 AM
1070	Provides less ability to read/use nonverbal cues. Overall feels less impactful then in person sessions	7/10/2023 9:56 AM
1071	I have patients who travel the world. The use of zoom and telephone allows for a more consistent treatment	7/10/2023 9:56 AM
1072	None really, except that some prefer in person and unmasked. And as a clinician with health issues, providing that space is a personal health dilemma.	7/10/2023 9:56 AM
1073	Primary barrier is with adolescence and their attention to therapy.	7/10/2023 9:56 AM
1074	state laws	7/10/2023 9:55 AM
1075	No	7/10/2023 9:55 AM
1076	no	7/10/2023 9:55 AM
1077	no	7/10/2023 9:55 AM
1078	None apparent	7/10/2023 9:55 AM

1079	Teleheslth has become the preferred modality for clients and some therapists however it isn't actually the best for some clients that would benefit from the behavior of leaving the house, getting ready, and it enhances isolation. Also group therapy is greatly affected by teletherapy as well as EMDR. Overall I think that therapy works better when it is delivered in person and that a lot is missed in teletherapy. Also, employing therapists for in person intensive setting has become more difficult as many providers find it easier to work from home.	7/10/2023 9:55 AM
1080	No	7/10/2023 9:55 AM
1081	This has been fantastic. I am able to see people now that would have never gotten therapy before as a result of telehealth	7/10/2023 9:54 AM
1082	Covering the Central Valley - it is usually on the part of patients/families and their access to good and reliable wi-fi services and their understanding of how to use.	7/10/2023 9:54 AM
1083	More advantages than barriers	7/10/2023 9:54 AM
1084	No but I will not refer to clinicians with a full time telehealth practice	7/10/2023 9:54 AM
1085	Reduced pay for services	7/10/2023 9:54 AM
1086	No	7/10/2023 9:54 AM
1087	Quality of service via telehealth; Challenges regarding use with for group therapy	7/10/2023 9:54 AM
1088	None	7/10/2023 9:54 AM
1089	No	7/10/2023 9:53 AM
1090	No	7/10/2023 9:53 AM
1091	Problematic when patients move out of state. Have to end treatments. Not in the best interest of patient.	7/10/2023 9:53 AM
1092	The propinquity of client and therapist	7/10/2023 9:53 AM
1093	No	7/10/2023 9:52 AM
1094	No	7/10/2023 9:52 AM
1095	No	7/10/2023 9:52 AM
1096	None	7/10/2023 9:52 AM
1097	Lack of clear guidance for established professionals who want to adopt the technology but are not tech savvy	7/10/2023 9:52 AM
1098	None	7/10/2023 9:52 AM
1099	None	7/10/2023 9:51 AM
1100	None	7/10/2023 9:51 AM
1101	no barriers	7/10/2023 9:51 AM
1102	Safety barriers - being able to ensure that a patient is hospitalized/sufficiently assessed while being virtual.	7/10/2023 9:51 AM
1103	No	7/10/2023 9:51 AM
1104	No	7/10/2023 9:50 AM
1105	None	7/10/2023 9:50 AM
1106	No	7/10/2023 9:50 AM
1107	No	7/10/2023 9:50 AM
1108	no	7/10/2023 9:50 AM
1109	no	7/10/2023 9:50 AM
1110	Insurance companies now mandating IN PERSON mental health services for reimbursement vs telehealth	7/10/2023 9:50 AM

1111	None. I find telehealth highly affective in most situations. Additionally it substantially increases access to care.	7/10/2023 9:50 AM
1112	Being unable to provide services to individuals residing in another state who do not have access to the specific services I offer. I am one of a few psychologists in the U.S. who is trained in my specialty, and many individuals throughout the country are unable to access the services they need because CA does not engage in PSYPACT.	7/10/2023 9:50 AM
1113	No	7/10/2023 9:49 AM
1114	no	7/10/2023 9:49 AM
1115	no	7/10/2023 8:54 AM
1116	no	7/10/2023 7:35 AM
1117	I am not finding many barriers. It works better than I expected. It is the new paradigm.	7/8/2023 11:14 PM
1118	no	7/8/2023 3:38 PM
1119	none	7/7/2023 4:39 PM
1120	No	7/6/2023 8:08 PM
1121	No	7/6/2023 5:45 PM
1122	Yes, we NEED the ability to use Facetime as a technology backup to get extended by the federal government. That is the only reason that telehealth has been so seamless. Having a technology backup that patients are very comfortable using is critical. Patients in rural areas who could not afford gas money to drive into town and seek services are especially reliant on telehealth. Patients with long work shifts are also reliant on telehealth as many of my patients have session right before work, during lunch, or right after work. It is the only way they would be able to access services given their long hours and long commutes.	7/6/2023 4:18 PM
1123	safety issues	7/6/2023 12:58 PM
1124	Not sure	7/6/2023 11:33 AM
1125	I feel like the biggest barrier is the lack of clarity and a central space to navigate questions about law, interjurisdictional practice, etc. Especially since the pandemic has ended, I have not found a central, easily accessible space for this information.	7/6/2023 11:19 AM
1126	No. Telehealth is not for every client or provider, but my experiences have been overwhelmingly positive.	7/6/2023 10:55 AM
1127	Clients lack of technology	7/6/2023 9:58 AM
1128	Old people most likely to be house-bound--especially during COVID--are the most likely to be less digitally-able than others.	7/6/2023 8:14 AM
1129	Managing the aspects of being a business owner	7/6/2023 6:33 AM
1130	None	7/5/2023 8:23 PM
1131	No	7/5/2023 4:45 PM
1132	Client preferences for in-person meetings	7/5/2023 3:35 PM
1133	Clinical issues, e.g., the client's ability to find a confidential space for telehealth.	7/5/2023 2:25 PM
1134	Barriers to providing care out of state	7/5/2023 1:40 PM
1135	No	7/5/2023 1:39 PM
1136	Barriers that pts may have such as limited access to internet, computers, etc	7/5/2023 1:28 PM
1137	Current state mental health agencies are in desperate need of a massive systemic overhaul. We continue to bleed professional staff because our hospital system - the largest public hospital system in the entire county - is a complete shit show. Our professional staff are quitting left and right because our system doesn't allow telehealth and provides incredibly limited opportunities for telework (unless you're management of course - they violate all the rules and use it whenever it suits themselves of course) and the pay is pathetic.	7/5/2023 10:53 AM

1138	N/A	7/5/2023 10:22 AM
1139	No	7/5/2023 10:04 AM
1140	No	7/4/2023 6:11 PM
1141	Ensuring that they are in fact in a private area with no one off screen. Some are less serious about their family not being around. They become the protectors of their own confidentiality which can pose problems.	7/4/2023 2:26 PM
1142	Full clearance for telehealth to be reimbursed at he same rate as face to face	7/4/2023 1:50 PM
1143	?	7/4/2023 8:16 AM
1144	Quality of communication and picking up the whole body and mind. 2- Client may get interruption from children or others at home	7/4/2023 7:49 AM
1145	No	7/4/2023 7:21 AM
1146	None	7/4/2023 6:39 AM
1147	Limitations with clients out of state - When will CA join PSYPACT?	7/3/2023 9:01 PM
1148	None. Great survey! Thanks BOP!	7/3/2023 7:44 PM
1149	no	7/3/2023 1:00 PM
1150	I can't think of any.	7/3/2023 11:59 AM
1151	thank you	7/3/2023 11:31 AM
1152	Lack of clarity on being able to see clients who are visiting other States or are abroad.	7/3/2023 10:18 AM
1153	No	7/3/2023 7:59 AM
1154	none	7/3/2023 7:49 AM
1155	None	7/2/2023 5:24 PM
1156	None in my practice. I am retiring and have 8 clients. I see about 3/week and don't take new clients any more.	7/2/2023 4:58 PM
1157	No	7/2/2023 3:53 PM
1158	no	7/2/2023 2:56 PM
1159	no	7/2/2023 1:28 PM
1160	Barriers for clinicians as people in the room. As I mentioned, if all the world is moving to Telehealth, and clients expect this, it's important to establish personal rules around when you can accommodate switching to a Telehealth session when it doesn't actually work for the clinician or wasn't a planned time to be on the screen. Screen time adds up very quickly for those of us with neurological conditions (i.e. migraines) related to blue light screen use hours on end.	7/2/2023 1:09 PM
1161	lack of client privacy	7/2/2023 11:57 AM
1162	no	7/2/2023 10:49 AM
1163	No	7/2/2023 10:23 AM
1164	For training doctoral students, sometimes their home university objects to telehealth supervision	7/1/2023 8:58 PM
1165	None	7/1/2023 8:10 PM
1166	None	7/1/2023 7:01 PM
1167	How flexible are insurance companies? How difficult is it to be compliant? What about patients who can't access zoom?	7/1/2023 6:15 PM
1168	no	7/1/2023 5:44 PM
1169	No	7/1/2023 4:44 PM

1170	None	7/1/2023 3:17 PM
1171	I would like to be able to see clients who are traveling to a different state. It would make sense for a psychologists to make a judgement call as to who is appropriate to work with via Telehealth when clients are traveling outside of California. Some clients would like to keep their session while traveling outside of CA.	7/1/2023 2:38 PM
1172	None	7/1/2023 11:21 AM
1173	I maintain an office and do most of my work in person. I am concerned that insurance reimbursements for Telehealth will lower, while my costs for maintaining an office stay the same. Because of this I am not taking on any Telehealth only clients, and trying to only use it when absolutely necessary (i.e. client has a cold and we are being careful).	7/1/2023 8:16 AM
1174	No	6/30/2023 5:22 PM
1175	None.	6/30/2023 5:22 PM
1176	Economic ability for clients to access internet and/or have computers/phone	6/30/2023 5:16 PM
1177	no	6/30/2023 4:55 PM
1178	Elderly people who are unfamiliar with technology or cannot afford computers.	6/30/2023 2:22 PM
1179	Just that clients can't find a private place to talk or don't take telehealth as serious as in-person therapy.	6/30/2023 1:05 PM
1180	Patients are not eligible to participate in telehealth when they are out of the state in which the provider is licensed, which limits continuity of care. Hoping the BOP in CA will review and flex telehealth standards for patients who need temporary out of state services.	6/30/2023 12:36 PM
1181	No	6/30/2023 12:29 PM
1182	My biggest barrier to telehealth is CA not being part of psypact. My specialty is in the field of infertility and I am handicapped by being limited to CA patients. I consult and work directly with physicians and surrogate/egg donor agencies. This is a global business and I participate in consultations with intended parents and administer evaluations for prospective gestational carriers and spouses. I also evaluate sperm donors and oocyte donors. The physicians would be a lot happier if I could perform the one-time evaluations over telehealth rather than them having to fly these patients into California. Not every state has psychologists who work in this specialty.	6/30/2023 12:16 PM
1183	no	6/30/2023 11:43 AM
1184	I think I get tired faster in online sessions. Also in-person has more opportunity to hand on interventions like art, movement, sand-tray, etc that are difficult to replicate online.	6/30/2023 11:21 AM
1185	No	6/30/2023 10:11 AM
1186	No	6/30/2023 9:45 AM
1187	no I do not believe there are any barriers except with high risk cases and even then if the right protocols are in place which they are in my organization, this does not apply.	6/30/2023 9:17 AM
1188	I have moved to in person only, due to my discomfort with computer technology, and the barriers it presents to providing effective mental health services.	6/30/2023 7:42 AM
1189	Just our ability to see clients who have permanent residence in CA but in this day and age are often traveling but need continuity of care but our laws around seeing pts out of state or country being very far behind from the times.	6/30/2023 5:50 AM
1190	no	6/29/2023 10:53 PM
1191	Sometimes privacy. I have had patients leave the house as other family members are present.	6/29/2023 8:29 PM
1192	not sure	6/29/2023 7:35 PM
1193	clients having access to tech & to private space	6/29/2023 7:10 PM
1194	No	6/29/2023 7:04 PM
1195	I am frustrated by the way in which this technology offers us increased potential to provide	6/29/2023 5:47 PM

services/help to people in other states including those who relocate or are temporarily out of state for school or work, but current interstate practice laws have not caught up.

1196	NO	6/29/2023 5:42 PM
1197	Clients are more easily distracted and sessions are interrupted more frequently with telehealth. Many clients feel less connected to the therapist on video.	6/29/2023 5:01 PM
1198	no	6/29/2023 4:56 PM
1199	None	6/29/2023 4:25 PM
1200	Not that come to mind.	6/29/2023 2:31 PM
1201	no	6/29/2023 2:05 PM
1202	Understanding for clients what professional etiquette is for tele-health appointments.	6/29/2023 1:18 PM
1203	no	6/29/2023 12:56 PM
1204	No	6/29/2023 12:21 PM
1205	No	6/29/2023 12:13 PM
1206	Emergency services and safety of clients, as well as resources for rural areas.	6/29/2023 11:33 AM
1207	No	6/29/2023 11:18 AM
1208	More research showing the effectiveness so insurance companies are able to reimburse the same as in person.	6/29/2023 11:07 AM
1209	Yes	6/29/2023 10:52 AM
1210	No	6/29/2023 10:42 AM
1211	no	6/29/2023 10:36 AM
1212	No	6/29/2023 10:22 AM
1213	No	6/29/2023 10:09 AM
1214	NO	6/29/2023 9:52 AM
1215	Lack of real time validation and support for tough patients	6/29/2023 9:06 AM
1216	some insurances paying different rate for telehealth that was conducted while patient was in there home vs. another location	6/29/2023 8:43 AM
1217	no	6/29/2023 8:29 AM
1218	no	6/29/2023 7:54 AM
1219	I am able to record the full session on Zoom to go back and verify notes that I have taken, but I rarely have the time to review a whole session.	6/29/2023 1:40 AM
1220	No	6/29/2023 1:21 AM
1221	No	6/29/2023 12:29 AM
1222	No	6/28/2023 10:42 PM
1223	none	6/28/2023 10:13 PM
1224	Equitable access to those without computer literacy	6/28/2023 9:09 PM
1225	I fear that insurance will stop reimbursing for telehealth because too many people are now more frequently accessing mental health services. That would be a potential barrier for many patients to afford services.	6/28/2023 8:59 PM
1226	All barriers are put in place by insurance companies, including Medicare.	6/28/2023 8:22 PM
1227	Clients often have difficulties managing technology.	6/28/2023 6:53 PM
1228	None for which I am aware.	6/28/2023 6:23 PM

1229	This is not a direct answer, but It may be useful to include CEs for telehealth as part of license renewal. This may facilitate breaking down some barriers.	6/28/2023 6:20 PM
1230	Difficulty doing trauma work. Ideally that would be done in person. Online providers narrowly define the services providers are allowed to provide. This is for good reason. And is a reason one-on-one therapy should never be replaced.	6/28/2023 5:22 PM
1231	Yes, platforms that have Spanish language capability for client to read and follow directions to use telehealth video. Insurances pay also for telephone sessions, if client only has a landline or no internet.	6/28/2023 4:51 PM
1232	I wish you had included the benefits of telehealth and the ways it has REDUCED barriers to care	6/28/2023 4:45 PM
1233	I think the biggest barrier is the in person experience	6/28/2023 4:40 PM
1234	Knowledge of older clinicians and privacy issues for the clients on their end	6/28/2023 4:31 PM
1235	Sometimes somatic therapy approaches are more difficult to facilitate online.	6/28/2023 4:13 PM
1236	Ableism.	6/28/2023 4:05 PM
1237	Not in my experience.	6/28/2023 3:56 PM
1238	limitations with some populations	6/28/2023 3:49 PM
1239	Ability to practice across state lines.	6/28/2023 3:27 PM
1240	Completing paperwork has been an issue for some clients. Example, being unfamiliar with downloading/signing pdfs, or clients who do not have an email address or access to printers.	6/28/2023 2:07 PM
1241	I think barriers exist for client populations who have either no or difficult access to the internet. Also, not best for emotionally fragile clients.	6/28/2023 2:01 PM
1242	no	6/28/2023 1:57 PM
1243	No	6/28/2023 1:52 PM
1244	None	6/28/2023 1:23 PM
1245	Technology issues on client's end, difficulty for clients to obtain privacy.	6/28/2023 12:36 PM
1246	This survey doesn't specify whether you are asking about barriers to PROVIDING telehealth (as a provider) or to accessing telehealth as a client.	6/28/2023 12:30 PM
1247	Access to privacy for clients in multi-person homes. Otherwise, telehealth has afforded many more people access to necessary treatment.	6/28/2023 12:15 PM
1248	Not that I can think of at the moment.	6/28/2023 11:53 AM
1249	none that come to mind	6/28/2023 11:42 AM
1250	privacy concerns for clients	6/28/2023 11:20 AM
1251	no	6/28/2023 11:15 AM
1252	lack of control over the physical, social and emotional environment of clients that could compromise the confidentiality and appropriateness of the sessions.	6/28/2023 11:13 AM
1253	Would like the Board to push for national inter- jurisdictional practice. This is a barrier to care for at minimum, ongoing patients who move.	6/28/2023 10:55 AM
1254	No	6/28/2023 10:16 AM
1255	No	6/28/2023 9:56 AM
1256	Yes! I bit off topic, but whomever decides that California Psychologists shouldn't practice in other states or potentially other countries through telehealth is not serving the interests of mental health. You are over regulating for a strange reason. Our profession is not pushing medicine, surgeries or abortions. We are listeners, supporters, consultants, trainers and guides. At least some of us understand the limitations that come with that role.	6/28/2023 9:45 AM
1257	NO	6/28/2023 9:44 AM

1258	no	6/28/2023 9:34 AM
1259	none	6/28/2023 9:19 AM
1260	nope	6/28/2023 8:55 AM
1261	No	6/28/2023 8:53 AM
1262	none	6/28/2023 8:23 AM
1263	Minimal and no reimbursement for supervision. Minimal clinician reimbursement on some platforms.	6/28/2023 8:16 AM
1264	Readily available information as far as connecting with patient still live in another state and state laws regarding licensure for telehealth across state lines	6/28/2023 7:49 AM
1265	Access of certain communities to reliable internet	6/28/2023 7:28 AM
1266	none	6/28/2023 6:44 AM
1267	no	6/28/2023 6:15 AM
1268	Wifi liability	6/28/2023 2:19 AM
1269	No	6/27/2023 11:48 PM
1270	Clarity over whether becoming certified in telehealth is the new standard	6/27/2023 11:47 PM
1271	I had to finish my internship and post-doc training with only telehealth, and it was somewhat of a detriment to my professional development. In some ways, teletherapy is fundamentally antithetical to the foundations of psychotherapy, and while it has its positives as well (particularly regarding access to any services), it is not for me. I did not sign up to not even be able to make direct eye contact with my clients.	6/27/2023 10:57 PM
1272	No.	6/27/2023 10:56 PM
1273	None	6/27/2023 10:52 PM
1274	Not as personal of a relationship and connection sometimes.	6/27/2023 10:45 PM
1275	I am most concerned that telehealth will no longer be supported by insurance and state regulators policy makers	6/27/2023 10:35 PM
1276	None	6/27/2023 10:04 PM
1277	Not thaat I can think of	6/27/2023 9:42 PM
1278	Reimbursement by insurance, specifically for phone appts that maybe better for people who don't have access to video or internet but still need services	6/27/2023 9:35 PM
1279	Audio/video privacy; patients who want to take therapy sessions on errands, etc	6/27/2023 9:25 PM
1280	It is harder to read body language. For instance, I can't see hands clenching or feet tapping. There are certain clients who would not be appropriate for telehealth.	6/27/2023 9:17 PM
1281	None	6/27/2023 9:10 PM
1282	The biggest barrier seems to be the false narrative promoted about Covid's no longer being a threat, along with the lack of availability to all, apart from the threat of illness, and what looks like neglect of the needs of the disabled, those far from therapy offices, those who cannot afford babysitting, time off work and other lower income circumstances.	6/27/2023 8:44 PM
1283	Diminished benefits that in vivo provides.	6/27/2023 8:35 PM
1284	no, other than some elderly clients seem to struggle to operate the technology w confidence. They could use some training.	6/27/2023 8:24 PM
1285	No	6/27/2023 8:19 PM
1286	no	6/27/2023 8:11 PM
1287	Not so far. However, it's still not clear how long telehealth will be allowed, especially for private insurance. Medicare will cover through 2024, apparently.	6/27/2023 7:58 PM

1288	No	6/27/2023 7:52 PM
1289	Older clients uncomfortable with technology. Inconsistent signal strength.	6/27/2023 7:00 PM
1290	None	6/27/2023 6:39 PM
1291	This survey only allowed one answer selection for each question which renders it less useful	6/27/2023 6:39 PM
1292	no	6/27/2023 6:06 PM
1293	The largest barrier is that companies don't want to provide it, like Lyra. In person is not necessary for low severity and virtual is really helpful to families.	6/27/2023 6:03 PM
1294	More leniency and clarity of regulation is needed for seeing patients who are traveling for work out of state but want to keep their telehealth session. This should be allowed if the patient lives in the state where the therapist is licensed.	6/27/2023 5:34 PM
1295	can't think of any right now	6/27/2023 5:30 PM
1296	N/A	6/27/2023 5:19 PM
1297	only tech	6/27/2023 5:16 PM
1298	HIPAA compliant platforms that are afforable	6/27/2023 5:07 PM
1299	Generational and technical realities are far outpacing the hesitant stance of psychology.	6/27/2023 5:06 PM
1300	Not all clients have a private space to hold a confidential telehealth appointment.	6/27/2023 4:54 PM
1301	None	6/27/2023 4:49 PM
1302	Patient skill or training in accessing Telehealth services. Frequently ethnic communities fear technology.	6/27/2023 4:39 PM
1303	no.	6/27/2023 4:35 PM
1304	none	6/27/2023 4:19 PM
1305	No	6/27/2023 4:19 PM
1306	No	6/27/2023 4:08 PM
1307	No. It improves access to care for consumers.	6/27/2023 4:05 PM
1308	No	6/27/2023 4:04 PM
1309	No	6/27/2023 4:02 PM
1310	No	6/27/2023 4:01 PM
1311	No	6/27/2023 3:55 PM
1312	Private space for both therapist and client	6/27/2023 3:41 PM
1313	Employer's lack of motivation to support telehealth as a viable option	6/27/2023 3:38 PM
1314	The other barriers to telehealth that are listed are surmountable, one way or the other if the clinician chooses to do so. However, it bears repeating that California's consistent refusal to join PsyPact is one of the significant barriers to telehealth and it's one that an individual clinician cannot remedy on their own. I would hope that the BOP would find a way to allow California psychologists to join PsyPact and to eliminate this key barrier to delivering quality and consistent telehealth services to more people.	6/27/2023 3:29 PM
1315	No	6/27/2023 3:21 PM
1316	No	6/27/2023 3:12 PM
1317	One major barrier in my view is the California Board of Psychology's failure to consider participating in PSYPACT.	6/27/2023 3:12 PM
1318	Yes. California hasn't joined PsyPACT, so even temporary practice across state lines (e.g., while clients are on vacation) is dependent on the host state's legislation. I believe California should join PsyPACT.	6/27/2023 3:12 PM

1319	no	6/27/2023 3:06 PM
1320	None	6/27/2023 2:55 PM
1321	none	6/27/2023 2:42 PM
1322	It would be very beneficial to have cross-state ability when pts travel or for a limited time once they move. Also, my malpractice insurance would need to cover this which it currently does not.	6/27/2023 2:41 PM
1323	Clinician comfort with technology	6/27/2023 2:38 PM
1324	none	6/27/2023 2:18 PM
1325	Not that I can think of	6/27/2023 2:12 PM
1326	N/A	6/27/2023 2:07 PM
1327	None	6/27/2023 1:55 PM
1328	None that I can think of	6/27/2023 1:51 PM
1329	No	6/27/2023 1:43 PM
1330	Economic disparities creating patient populations unable to access telehealth	6/27/2023 1:42 PM
1331	Social acceptance of telehealth psychology. I have better client retention and fewer cancellations do to the relative ease with which clients can schedule their hour without the additional hour coming and going.	6/27/2023 1:42 PM
1332	Some individuals may feel uncomfortable discussing sensitive or personal topics in their own homes, especially if they share living spaces with others.	6/27/2023 1:36 PM
1333	Lack of ability to practice across state lines - clients moving for college, work, or life purposes have struggled to understand why they can no longer work with me given the convenience of telehealth. The BOP could help address this by joining PsyPact	6/27/2023 1:21 PM
1334	Challenges to do both telehealth and in office patients. When do I need to leave my office, or not. Insurance sometimes wants a physical address.	6/27/2023 1:15 PM
1335	none that I can think of at the moment	6/27/2023 1:11 PM
1336	techniques for developing a therapeutic relationship	6/27/2023 1:08 PM
1337	None	6/27/2023 1:05 PM
1338	no	6/27/2023 12:52 PM
1339	No additional barriers. Telehealth has been efficient and convenient for all patient care matters especially those who lack transportation or childcare	6/27/2023 12:50 PM
1340	No	6/27/2023 12:50 PM
1341	the application of telehealth to psychological assessment is understudied. Would be helpful to have more data and options.	6/27/2023 12:49 PM
1342	Clients awareness of this form of therapy, which many seem to prefer	6/27/2023 12:48 PM
1343	no	6/27/2023 12:46 PM
1344	Language barriers	6/27/2023 12:45 PM
1345	No	6/27/2023 12:39 PM
1346	no	6/27/2023 12:38 PM
1347	when clients go out of state and not being able to see them. interferes with therapy.	6/27/2023 12:35 PM
1348	No - Evals are routine and no problems are encountered. I send pt a packet of forms, e.g., Rey CFT, MMPI in advance, and open and work through packet with the pt under observation. Occasionally the opposite side in a med-legal case challenges validity of telehealth evals, but I have a file of research showing equivalent findings in person or telehealth.	6/27/2023 12:33 PM
1349	none	6/27/2023 12:30 PM

1350	Yes when clients move out of state or work part-time out of state. California needs to be part of PSYCH Pact	6/27/2023 12:21 PM
1351	So far I've been hesitant with anything involving computers with my 70-89 year old clients. I don't know if they have the latest phones. I'm nervous about something going wrong so I stick with FaceTime (which is encrypted) or telephone. I'm nervous about when the new rules go in.	6/27/2023 12:20 PM
1352	no	6/27/2023 12:17 PM
1353	no	6/27/2023 12:16 PM
1354	Lack of privacy for patients, especially minors not feeling like they have a safe space at their family home to speak freely/be vulnerable	6/27/2023 12:13 PM
1355	Accessibility by people with bad internet connections	6/27/2023 12:12 PM
1356	I am not on any insurance panels but I have heard they don't cover at the same rate for office visit which is absurd	6/27/2023 12:09 PM
1357	There are significant barriers to in person mental health, including access to transportation, travel time lost, limits on sessions during lunch breaks (travel time!), anxiety at being in professional office. Much or often even all testing and assessment can be done with telehealth.	6/27/2023 12:00 PM
1358	no	6/27/2023 11:59 AM
1359	From a clinical program perspective: Trainees are put in positions to complete telehealth in their prac and prac sites assume they have appropriate personal space to do so; they do no always have that due to crowding, pets, noise control etc Telehealth across state lines or county lines still not allowed by BOP or insurance even though would be helpful to clients especially in remote areas assessment tools not working well via telehealth such as ADOS or WISC Responding to unexpected mandated reporting issues when viewing a private home (i.e., it really is an in home visit if client is at home)	6/27/2023 11:52 AM
1360	Not that I know, as long as insurance continues to reimburse for Telehealth the same as in person therapy.	6/27/2023 11:50 AM
1361	Not so far	6/27/2023 11:33 AM
1362	NA	6/27/2023 11:33 AM
1363	none	6/27/2023 11:29 AM
1364	Sending PHI, like intake and assessment forms electronically to and from clients is more difficult to do securely.	6/27/2023 11:25 AM
1365	Know of none. Thank you for the survey.	6/27/2023 11:22 AM
1366	Not sure	6/27/2023 11:15 AM
1367	Clinical issues, such as boundary issues or therapeutic frame issues (clients dress inappropriately at home, wanting to drive while talking, having other people in the room during therapy)	6/27/2023 11:13 AM
1368	None	6/27/2023 11:11 AM
1369	Yes, California based providers are losing out by the state not being a member of psypact. Also clients in states across the country are unable to see the excellently trained providers who are based in CA.	6/27/2023 11:07 AM
1370	no	6/27/2023 11:05 AM
1371	NO	6/27/2023 11:02 AM
1372	no	6/27/2023 11:00 AM
1373	None	6/27/2023 10:57 AM
1374	Without personal contact with any prospective patient, telehealth services are inherently limited. Telehealth services are inevitable and even useful for many patients, but should require initial and periodic personal contact.	6/27/2023 10:55 AM

1375	Lack of participation in PsyPact.	6/27/2023 10:50 AM
1376	Cost of materials and impractical assessment tools	6/27/2023 10:48 AM
1377	costs of telehealth, cost of upgrading the internet services, cost of using a billing program to get reimbursement from insurance companies.	6/27/2023 10:44 AM
1378	No	6/27/2023 10:37 AM
1379	I strongly believe that teletherapy is an inferior platform for providing therapeutic contact, and that it should be banned or returned to pre-COVID status. I think that therapists are not choosing teletherapy according to client factors, but instead their own whims and desire to reduce office expenses and commute times. I have done a minimal amount of teletherapy, and EVERY CLIENT that I work with, who have engaged in teletherapy, have told me that they think its inferior and much less effective. I think the board is doing the public a disservice by continuing to allow unchecked use of teletherapy.	6/27/2023 10:37 AM
1380	Again, rules are different and as an Expat (living in mexico) i'm finding a lot of issues with employeers fears and concerns over telehealth and often concerns with medical/medicare reimbursment not allowing clinicians to be out of california. I travel a lot to California and i'm licensed there and in several states.	6/27/2023 10:34 AM
1381	Practicing across state lines	6/27/2023 10:32 AM
1382	concerns about ability to provide care across state lines when clients travel	6/27/2023 10:32 AM
1383	No.	6/27/2023 10:31 AM
1384	no	6/27/2023 10:29 AM
1385	No	6/27/2023 10:19 AM
1386	no	6/27/2023 10:13 AM
1387	none	6/27/2023 10:10 AM
1388	No	6/27/2023 10:07 AM
1389	No	6/27/2023 10:07 AM
1390	N/A	6/27/2023 10:02 AM
1391	no	6/27/2023 10:02 AM
1392	this survey! allows only one answer per question!!!	6/27/2023 10:00 AM
1393	California BOP does not participate in National system that supports reciprocity among states.	6/27/2023 9:39 AM
1394	None	6/27/2023 9:37 AM
1395	no	6/27/2023 9:32 AM
1396	Attitudes of those in charge. The case against tele-therapy is often from those who do not like it and do not understand it. The increased availability to rural populations is significant. My ability to reach those who would go otherwise unserved is wonderful and I am also able to supervise others who also would not be able to easily access that if not for tele-modalities	6/27/2023 9:28 AM
1397	Na	6/27/2023 9:27 AM
1398	N/A	6/27/2023 9:25 AM
1399	Lack of experience, then you need to use it	6/27/2023 9:19 AM
1400	No	6/27/2023 9:19 AM
1401	none known at this time.	6/27/2023 9:19 AM
1402	Controlling for privacy on the patient's side	6/27/2023 9:01 AM
1403	Psychological assessment materials and standardization in order to complete psychological assessments via telehealth.	6/27/2023 9:00 AM
1404	None	6/27/2023 8:57 AM

1405	Hearing deficiencies	6/27/2023 8:55 AM
1406	I have extremely poor vision but not quite legally blind. i hurts my eyes, my face, and my head to do video appointments. We can also do this over the phone, but employer will not listen to us employees. Zoom fatigue is real, the quality of work suffers as result.	6/27/2023 8:52 AM
1407	employer who demands in-person care for patients who prefer telehealth without clear justification	6/27/2023 8:47 AM
1408	Clients have to change therapists if they go out of state for college or travel or move. A National licensing agreement that allows telehealth providers to practice across state lines would be helpful.	6/27/2023 8:44 AM
1409	No, unless the board steps in and creates a barrier. However I'm confident you just want to protect the public.	6/27/2023 8:44 AM
1410	This digital group has been active for years. They provide no cost reading of article pertinent to virtual therapies.	6/27/2023 8:38 AM
1411	Lack of privacy in residential setting for patient or practitioner of telehealth.	6/27/2023 8:33 AM
1412	clients need access to computers and good internet	6/27/2023 8:25 AM
1413	Lack of consistency in various states allowing temporary practice.	6/27/2023 8:24 AM
1414	Patients moving, either temporarily or permanently, to other states or countries. I wish California were part of PsyPact	6/27/2023 8:18 AM
1415	It is not optimal for assessment, particularly in one's ability to evaluate risk factors.	6/27/2023 8:18 AM
1416	No	6/27/2023 8:11 AM
1417	Nothing at all. It has been fantastic for my patients	6/27/2023 8:04 AM
1418	Aging population ability to use technology with ease	6/27/2023 8:03 AM
1419	Na	6/27/2023 7:58 AM
1420	No	6/27/2023 7:53 AM
1421	Privacy. I can somewhat control it on my side but clients may not have a private room. I've had parents listen in on child sessions, clients take therapy calls while out on errands and not tell me until well into the session, clients that do not have a private room so have to take sessions in a cramped car, etc.	6/27/2023 7:51 AM
1422	Concerns about continuity of care if insurance ceases to provide reimbursement for telehealth care	6/27/2023 7:42 AM
1423	patients lack of understanding on how to use technology	6/27/2023 7:38 AM
1424	no	6/27/2023 7:38 AM
1425	None	6/27/2023 7:34 AM
1426	No	6/27/2023 7:31 AM
1427	not that I have experienced	6/27/2023 7:24 AM
1428	No	6/27/2023 7:11 AM
1429	Many agencies prefer services be delivered face to face versus remotely.	6/27/2023 7:04 AM
1430	Can't think of any	6/27/2023 6:58 AM
1431	Telehealth is a fantastic resource. The thing we need to address is clients expecting to be able to see us no matter where they travel. If all 50 states agreed to allow psychologists to provide 10-15 sessions of psychotherapy (per client) to existing clients, this would make continuity of care much more smooth for clients. That way, a college student can go home for summer break and still have therapy from their out of state therapist, as they should be able to do.	6/27/2023 6:51 AM
1432	No	6/27/2023 6:49 AM
1433	Patients printing, completing and returning forms/assessments that require scanning to upload	6/27/2023 6:45 AM

to telehealth portal

1434	None	6/27/2023 6:35 AM
1435	no	6/27/2023 6:35 AM
1436	Need laws enacted to secure the ability to provide this service permanently without mandating having a physical business office (Home office acceptable), and without reduced reimbursement and across state lines.	6/27/2023 6:29 AM
1437	Medicare/medical barriers to allowing trainees to provide direct Telehealth	6/27/2023 6:24 AM
1438	Eye contact is sometimes very different than in person and lack of ability to read body language. Both affect intimacy negatively. Yet the convenience eliminates the mad rush to get to an office and general lateness.	6/27/2023 6:14 AM
1439	Some patients do not have smart phones or understand how to use a computer, usually the age of the patient is a barrier to use telehealth.	6/27/2023 5:52 AM
1440	None experienced	6/27/2023 5:43 AM
1441	Some clients want to meet in person. Some clients absolutely need telehealth. It's more tiring as a practitioner to do telehealth, in part because of the slight lag time between what you hear and what you see. Inevitably there are times during the session when the client or the therapist cannot be heard or seen, due to technical difficulties. This happens most sessions. But telehealth is still a marvel. It brings psychological services to many people who wouldn't be able to receive help otherwise. I'm close to retirement, and I've taken very few new clients since the Pandenic because, for one reason, I don't feel I have the skills to do an adequate assessment by telehealth. I've mostly seen present and former clients.	6/27/2023 5:42 AM
1442	N/A	6/27/2023 5:37 AM
1443	None	6/27/2023 5:21 AM
1444	I work with primarily low income, Spanish speaking families. Most express now they want to be seen in person AND they appreciate if there is a barrier (consistent transportation; cost for transportation; work conflict; sick child) they can opt for 1 session to be see for telehealth RATHER than missing a session.	6/27/2023 5:21 AM
1445	Lack of research on efficacy for various conditions/treatments/goals.	6/27/2023 5:19 AM
1446	Practitioner concerns when clients move out of clinician's state of licensure and want to continue services. This is clearly ethical in terms of continuing the therapeutic relationship, but unnerving to the practitioner as they end up with clients all over the world.	6/27/2023 4:59 AM
1447	Recent legislative changes related to insurance reimbursement for telehealth services	6/27/2023 4:53 AM
1448	State barriers- a client goes away fora few weeks but still wants a session. A lot of these state barriers seem silly in the wake of Covid. Psypact appears to be one way to change that- but Cali not doing this	6/27/2023 4:40 AM
1449	Professional isolation	6/27/2023 4:39 AM
1450	None. There are mo barriers to telehealth	6/27/2023 4:08 AM
1451	Technological issues	6/27/2023 3:12 AM
1452	No	6/27/2023 1:41 AM
1453	The board is getting behind the times with rejecting psypact. Clients get frustrated when they cannot get support for out of state emergencies or events (funerals, family). It is actually a barrier to quality care.	6/27/2023 1:14 AM
1454	No	6/27/2023 1:13 AM
1455	Now that we are all using telehealth and learned how well it works for many of us and most of our patients, the requirement that our patients have their feet in the same state in which we are licensed is ridiculous and obsolete. Our patients are incredulous and dismayed when we have to tell them that the life-changing work we are doing with them has to end because they are moving to a state where we are not licensed. The argument that we don't know the emergency services, etc. in another state is not valid: I don't know the emergency services in San Diego	6/27/2023 1:01 AM

or Fresno, either, yet I am allowed to practice with people in these locations. Rather than worry about how to implement unnecessary requirements for practicing online (I used to run computer networks for a bank--I doubt that I have much to learn from a CEU class on this topic), please focus your resources on allowing us to do the work that actually helps our patients. It serves no one when we have to end therapy relationships because a patient moved out of state or to be legally required to tell a patient we can't speak to them because they are traveling out of state. This is a far more important problem to solve than asking whether we need more training in telehealth now that we all know how to use it.

1456	No	6/27/2023 12:33 AM
1457	Younger children are hard to see on tele-health sessions. Extreme clients (suicidal, homocidal, mood disorders) are a challenge to see only on tele-health.	6/27/2023 12:15 AM
1458	No	6/26/2023 11:38 PM
1459	The biggest barrier for people to receive mental health services is financial; not whether we provide telehealth or not.	6/26/2023 11:36 PM
1460	no	6/26/2023 11:34 PM
1461	The ability to observe body language	6/26/2023 11:33 PM
1462	Inability to practice across state lines (limits accessibility)	6/26/2023 11:31 PM
1463	No	6/26/2023 11:26 PM
1464	It A better connection is created when the patient and the therapist are in the same room.	6/26/2023 11:22 PM
1465	I have stopped seeing children, teens, and families until I can work in person again. I know some providers are okay doing that work online but for me, telehealth is inadequate for that.	6/26/2023 11:12 PM
1466	not for me	6/26/2023 11:11 PM
1467	Lots. Most of them have to do with the barriers around applying to keep clients when they travel/move out of state. There is no centralized way to figure out how to gain access to providing telehealth services beyond the state one is licensed in. Moreover, private practitioners have to piece together a bunch of technological solutions to provide therapeutic/assessment services, and worry about HIPAA. There is no easy way to check if a platform or method is standard or acceptable by the board, etc.	6/26/2023 11:08 PM
1468	Training in HIPAA compliant platforms necessary to conduct telehealth	6/26/2023 11:08 PM
1469	No	6/26/2023 11:00 PM
1470	Client access to appropriate location for session	6/26/2023 10:59 PM
1471	No	6/26/2023 10:58 PM
1472	No	6/26/2023 10:54 PM
1473	None that I can think of now.	6/26/2023 10:45 PM
1474	No	6/26/2023 10:39 PM
1475	Communication with support staff remotely is not as fluid. Communication with colleagues is not facilitated.	6/26/2023 10:39 PM
1476	None	6/26/2023 10:35 PM
1477	Confidentiality concerns given that clinician cannot control patient's setting.	6/26/2023 10:33 PM
1478	None	6/26/2023 10:30 PM
1479	No	6/26/2023 10:29 PM
1480	Those who might benefit most from direct personal contact might choose to do Telehealth, avoiding the dynamic most uncomfortable-- in-person contact.	6/26/2023 10:28 PM
1481	No, telehealth is good and it helps those that does not have transportation or cannot afford to get to the offices because of gas being so expensive.	6/26/2023 10:27 PM
1482	None	6/26/2023 10:18 PM

1483	I have taken upon myself to get certified in Telehealth. I also purchased a liability policy. The other issue is when clients are out of the state temporarily or move to another state.	6/26/2023 10:16 PM
1484	It's much harder to work with young clients (elementary-aged and younger) via telehealth. Also the convenience of telehealth can sometimes be a barrier, because it's easier for some clients to forget their sessions. I'll also have to reschedule sessions because, when the client logs on, I can see that they're in their car or at the grocery store.	6/26/2023 10:16 PM
1485	No	6/26/2023 10:10 PM
1486	Telehealth has been extremely helpful to a population with health issues of fatigue. Also, saves money spent on transportation. Sometimes empathy may be slightly more difficult to convey.	6/26/2023 10:06 PM
1487	When patients need to be sure they are alone when doing telehealth from their home.	6/26/2023 10:05 PM
1488	Telehealth feels like there is no "connection" between patient and clinician. It feels cold and disconnected. Also, telehealth makes it very hard to notice the nuances and subtleties of behavior, physiological responses, and neurological issues such as: gait, psychomotor agitation, and drug/alcohol use, just to name a few. I'm not a fan of telehealth because I feel like we're missing so very much when we rely solely on telehealth to treat our patients. We are definitely not seeing the entire picture.	6/26/2023 10:03 PM
1489	None	6/26/2023 10:01 PM
1490	concerns about confidentiality	6/26/2023 9:58 PM
1491	no	6/26/2023 9:54 PM
1492	no	6/26/2023 9:52 PM
1493	If the practice offers insufficient office space or coordinating times they should offer to help with technology breaking if it happens	6/26/2023 9:51 PM
1494	no	6/26/2023 9:51 PM
1495	NA	6/26/2023 9:50 PM
1496	None	6/26/2023 9:47 PM
1497	None	6/26/2023 9:45 PM
1498	No	6/26/2023 9:42 PM
1499	No	6/26/2023 9:41 PM
1500	No	6/26/2023 9:40 PM
1501	Not that I can think of. I would say that there have been many benefits since using telehealth. Some of my in-person clients will switch to telehealth on occasion in case they have transportation issues, or are feeling under the weather but well enough to have a session.	6/26/2023 9:39 PM
1502	Boards of Psychology not cooperating to allow psychologists to practice across state lines.	6/26/2023 9:38 PM
1503	Clinicians experience "repetitive motion" injury, in terms of eye strain, neck and back problems, and their own increase in exposure to screens and risk of developing internet and device addictions. Why do we limit screen time for children, and also encourage adults to spend all day on screens??	6/26/2023 9:37 PM
1504	None	6/26/2023 9:36 PM
1505	IT CREATES A BARRIER BETWEEN THERAPIST AND CLIENT THAT GREATLY DIMINISHES THE TREATMENT	6/26/2023 9:27 PM
1506	At times, institutional support can be a challenge.	6/26/2023 9:27 PM
1507	none	6/26/2023 9:25 PM
1508	I actually don't think there are really any barriers other than the problems with zoom freezing and connection isssues	6/26/2023 9:19 PM
1509	None	6/26/2023 9:16 PM

1510	We have no experienced barriers to Telehealth work. However, there have been some cases where lack of in-person assessment delayed or interfered with proper care for persons experiencing serious mental illness.	6/26/2023 9:14 PM
1511	No	6/26/2023 9:11 PM
1512	Not appropriate for young children	6/26/2023 9:10 PM
1513	None that I can think of.	6/26/2023 9:08 PM
1514	No. The vast majority of my patients prefer tele health and I believe it is just as intimate as sitting in my office with less commute time and transportation issues - particularly with my disabled oatients	6/26/2023 9:07 PM
1515	Confidentiality Can the pt. speak freely?	6/26/2023 9:04 PM
1516	No	6/26/2023 9:03 PM
1517	No	6/26/2023 9:00 PM
1518	no	6/26/2023 8:56 PM
1519	I'm sure there are but I don't know what they are	6/26/2023 8:56 PM
1520	Ensuring clients are not distracted when on their devices Being able to pick up on body cues when the camera only shows their face	6/26/2023 8:54 PM
1521	willingness of clients to use telehealth to receive services.	6/26/2023 8:54 PM
1522	Lack of privacy on Telehealth.	6/26/2023 8:53 PM
1523	Clients and clinicians have Zoom fatigue. I offer telehealth but no one seems to prefer it, including me.	6/26/2023 8:50 PM
1524	No	6/26/2023 8:50 PM
1525	privacy or a confidential environment for therapy for some patients.	6/26/2023 8:49 PM
1526	Well, it only let you pick one in each category, so I will add one I would have picked above which is - Appropriateness for certain populations.	6/26/2023 8:42 PM
1527	no	6/26/2023 8:39 PM
1528	No	6/26/2023 8:34 PM
1529	Telehealth is clearly well received by clients. Indeed, none were enthusiastic when I spoke with them about possibly switching to office-based. But, at times, the inability to occupy the same space with the client has drawbacks. One example: a man mentioned many weeks into therapy his lifelong emotional distress re his short height, and I had no idea that was even the case for him, seeing only his face and upper torso.	6/26/2023 8:34 PM
1530	The barrier seems potential with regard to addressing mental health itself, for there is a strong bias in favor of virtual therapy and inadequate unbias research examining both benefits and consequences.	6/26/2023 8:34 PM
1531	Acceptability to providers who only do telehealth out of necessity rather than any kind of desire to provide it.	6/26/2023 8:33 PM
1532	i think it can increase accessibility to care for folks	6/26/2023 8:33 PM
1533	None	6/26/2023 8:31 PM
1534	Older people sometimes struggle to grasp the technology	6/26/2023 8:31 PM
1535	Clients location being in California	6/26/2023 8:30 PM
1536	client may not be efficient with technology	6/26/2023 8:30 PM
1537	no	6/26/2023 8:29 PM
1538	There are certain populations that are more challenging to reach, and some thrive better with in person connection, but generally speaking, telehealth expands access to so many more people who would not otherwise have access to good psychological services	6/26/2023 8:28 PM

1539	none	6/26/2023 8:26 PM
1540	No	6/26/2023 8:26 PM
1541	no	6/26/2023 8:26 PM
1542	Na	6/26/2023 8:23 PM
1543	Clients sometimes feel a lack of safety doing it in their home	6/26/2023 8:20 PM
1544	No	6/26/2023 8:17 PM
1545	Some patients want telehealth but it isn't always appropriate. I don't think people appreciate how much is lost via telehealth. For example, a person not reporting eatig disordered behavior who wants telehealth for convenience and then has the camera situated so they can only be seen from the neck up. Much information can be missed without realizing that information is being missed.	6/26/2023 8:17 PM
1546	No	6/26/2023 8:14 PM
1547	Not being able to be a part of psypact and provide services to clients who are out of state	6/26/2023 8:14 PM
1548	Probably	6/26/2023 8:08 PM
1549	no, the technology is easy to use, and patients like it!	6/26/2023 8:06 PM
1550	N/a	6/26/2023 8:02 PM
1551	No	6/26/2023 8:01 PM
1552	I feel one of the biggest barriers is not being able to continue to work with clients who move out of state to attend university (I work with a lot of teens and young adults) or for personal/safety reasons during the Covid-19 pandemic.	6/26/2023 8:01 PM
1553	None	6/26/2023 8:00 PM
1554	Difficulty for clients - who else is in their space, their own internet, privacy	6/26/2023 7:59 PM
1555	Lack of housing to have private safe location, inappropriate for care of folks experiencing interpersonal violence	6/26/2023 7:57 PM
1556	No	6/26/2023 7:56 PM
1557	Patient preferences.	6/26/2023 7:46 PM
1558	No	6/26/2023 7:44 PM
1559	Patients having private space to conduct session (i.e.: living in a shared apartment)	6/26/2023 7:43 PM
1560	When clients do not have access to technology or stable internet in order to do telehealth, but also have limited transportation or mobility	6/26/2023 7:41 PM
1561	none	6/26/2023 7:39 PM
1562	No	6/26/2023 7:36 PM
1563	I can't join PsyPact because my school was not APA accredited, but I wish there was another way of being able to work across state lines when clients travel. When I worked at an agency it was difficult for older adult clients to do anything but phone calls for telehealth because of poverty and lack of knowledge about technology. My current clients are younger, tech-savvy, and private pay, so the barriers are few.	6/26/2023 7:32 PM
1564	It frequently starts out with the clients very stiff and unnatural, until they relax.	6/26/2023 7:31 PM
1565	Some very young children can struggle with Telehealth	6/26/2023 7:27 PM
1566	Client lack of technology skill, lack of internet access	6/26/2023 7:22 PM
1567	Research to indicate if telehealth is as beneficial as in person therapy.	6/26/2023 7:20 PM
1568	More along the lines of individual issues, primarily client's having a private place to be during a teletherapy session.	6/26/2023 7:19 PM

1569	None identified at this time.	6/26/2023 7:19 PM
1570	n/a	6/26/2023 7:18 PM
1571	no	6/26/2023 7:17 PM
1572	It can help some who cannot get to an office for an in person visit financially and can be convenient to fit in between work. However, the practice completely ignores cultural needs. For example, my African American and Middle Eastern clients generally feel safer and more comfortable in person. As trust builds, perhaps telehealth could be incorporated occasionally.	6/26/2023 7:17 PM
1573	None	6/26/2023 7:16 PM
1574	I can't do EMDR or biofeedback online, and it's easier to do CBT using forms if I can hand them over with instructions in office rather than not always looking at the forms together.	6/26/2023 7:15 PM
1575	Again, as I mentioned earlier, I am concerned insurance companies will stop paying for telehealth.	6/26/2023 7:13 PM
1576	No	6/26/2023 7:10 PM
1577	No.	6/26/2023 7:07 PM
1578	no	6/26/2023 7:06 PM
1579	No	6/26/2023 7:04 PM
1580	Some clients prefer phone to video or in-person and that preference is not always supported by insurance.	6/26/2023 7:03 PM
1581	No	6/26/2023 7:00 PM
1582	No	6/26/2023 7:00 PM
1583	I have found that telehealth has so greatly increased treatment access for my patients. I hope legislation continues to allow telehealth to be possible.	6/26/2023 6:56 PM
1584	Nope	6/26/2023 6:51 PM
1585	None	6/26/2023 6:51 PM
1586	Mostly maintaining attention and interest for children less than 12 or performing specific exposures for anxiety disorder treatment	6/26/2023 6:51 PM
1587	Patient privacy and safety in home or workplace. Privacy for patients needing to use community library connections.	6/26/2023 6:50 PM
1588	No	6/26/2023 6:47 PM
1589	No barriers for me.	6/26/2023 6:44 PM
1590	This survey hasn't addressed how telehealth furthers health equity through allowing pts to access care without taking additional time off work, finding childcare etc	6/26/2023 6:41 PM
1591	no	6/26/2023 6:37 PM
1592	I work with a generally higher SES population, many of whom can pay out of pocket for services, and who have access to broadband, computers, etc. For populations without such access, or limited by their insurance coverage, it would be more difficult.	6/26/2023 6:37 PM
1593	Telehealth is often not appropriate for children and families and the lack of clinicians providing traditional in-person therapy is significantly lacking	6/26/2023 6:37 PM
1594	That California is not part of PsyPact which limits California Psychologists	6/26/2023 6:36 PM
1595	No	6/26/2023 6:30 PM
1596	Concern that individual insurance companies will restrict Telehealth reimbursement for in and out of network providers, thus limiting access to individuals for whom in office visits are difficult, if not impossible.	6/26/2023 6:30 PM
1597	Yes, and that is Medicare's refusal to pay us at the same rate as in person visits. I have now made a policy that I will not accept any Medicare patient that can't come into the office	6/26/2023 6:30 PM

because I am tired of Medicare paying me significantly less just because I'm doing telehealth. A lot of other providers are doing the same, and again, lonely isolated seniors are paying the price and being denied services due to Medicare's ridiculous policy of lower reimbursement for telehealth, even though it is ever bit as effective.

1598	No	6/26/2023 6:29 PM
1599	Greater attentional challenges when conducting telehealth. Such as distractions, ability to work environments, less conducive to professional focus etc	6/26/2023 6:29 PM
1600	State licensing laws that might impact clients or therapists moving, traveling, etc. This is a MAJOR area that I hope can be improved, especially in California.	6/26/2023 6:29 PM
1601	No. This survey seems skewed to focus on the barriers rather than advantages to telehealth for my clients. It's been an amazing opportunity. Overall it's led me to provide more care to more patients on a more consistent basis. Clients love it and NO ONE has asked me to go back to the office. I think you should consider a survey focused on how telehealth has lowered barriers rather than dragging us back to the Stone Age.	6/26/2023 6:28 PM
1602	Nope	6/26/2023 6:26 PM
1603	The California Board of Psychology is the biggest barrier. California is populated that many talented licensed psychologists who often have unique or less common skills and expertise that they are restricted to practice in other states because of not being a member of PsyPact. Also, potential clients have restrictions on who they can see as a therapist. CA has an abysmal national exam pass rate so any comments about the superiority of training programs in the state and board requirements needs to be re-examined.	6/26/2023 6:25 PM
1604	The primary problem with telehealth is that an inevitable, important dimension to a clinical encounter includes the presence of both parties in as much dimensionality as possible. Telehealth is missing that important, intangible dimension of the mutual bodily presence and all its messages, which doesn't negate the validity of practicing remotely, but is a factor in terms of the therapeutic relationship.	6/26/2023 6:24 PM
1605	N/A	6/26/2023 6:23 PM
1606	In my work in nursing homes, I have less awareness of possible interruptions by others entering the room or being in range of hearing of the session.	6/26/2023 6:22 PM
1607	Assuring there are resources for clients and patients who have barriers to wifi etc.	6/26/2023 6:21 PM
1608	none	6/26/2023 6:21 PM
1609	no	6/26/2023 6:19 PM
1610	None that I am aware. I feel through different platforms the need are being met	6/26/2023 6:17 PM
1611	None	6/26/2023 6:16 PM
1612	no	6/26/2023 6:15 PM
1613	Not to my knowledge	6/26/2023 6:15 PM
1614	No.	6/26/2023 6:14 PM
1615	No	6/26/2023 6:09 PM
1616	None. I find it convenient and easy	6/26/2023 6:09 PM
1617	None	6/26/2023 6:09 PM
1618	no	6/26/2023 6:09 PM
1619	No	6/26/2023 6:08 PM
1620	No	6/26/2023 6:07 PM
1621	No	6/26/2023 6:06 PM
1622	can't think of any.	6/26/2023 6:05 PM
1623	None	6/26/2023 6:04 PM

1624	Privacy on patient's end	6/26/2023 6:04 PM
1625	No	6/26/2023 6:03 PM
1626	Privacy for some low-income clients.	6/26/2023 6:03 PM
1627	No	6/26/2023 6:00 PM
1628	Any psychologist using telehealth should be required to complete formal a formal CR training.	6/26/2023 6:00 PM
1629	Some clients do not have access to reliable internet	6/26/2023 5:59 PM
1630	Over-regulation which places too many impediments in the way of delivering telehealth care.	6/26/2023 5:59 PM
1631	Inability to practice legally outside of California and inability to take advantage of PACT	6/26/2023 5:59 PM
1632	Yes, for clients sharing housing it's difficult to ensure a space that will ensure confidentiality/ lack of privacy.	6/26/2023 5:57 PM
1633	None. Several years ago, I had no interest in providing therapy online. Since the start of the pandemic, I have been using it consistently with great success. The transition from in-person practice to telehealth made it possible to continue treating clients throughout the pandemic. I don't believe that telehealth is best suited for all clients, but it works very well for many, and expands access to treatment by new groups of people.	6/26/2023 5:57 PM
1634	None	6/26/2023 5:56 PM
1635	Client understanding of process and lost connections during video calls.	6/26/2023 5:56 PM
1636	As an older clinician, I am simply not a fan of online therapy. I don't think it is nearly as meaningful.	6/26/2023 5:55 PM
1637	None that I can think of at the moment	6/26/2023 5:54 PM
1638	No	6/26/2023 5:53 PM
1639	No	6/26/2023 5:49 PM
1640	None in the past 3 years. During that period only a few patients declined Telehealth due to it not being in person in my experience (in a large HMO setting). Recently (in the past few months) a minority of patients have expressed a preference for in-person treatment. The vast majority of patients in my large HMO treatment setting have preferred Telehealth and we have had greater diversity in the patients who we have been able to serve.	6/26/2023 5:48 PM
1641	No	6/26/2023 5:41 PM
1642	NO	6/26/2023 5:38 PM
1643	no	6/26/2023 5:38 PM
1644	No.	6/26/2023 5:33 PM
1645	None	6/26/2023 5:33 PM
1646	Since the pandemic, I have used Telehealth with little challenge. I've taken formal CE classes on the topic and have not discovered major obstacles. Ability to pay is often a difficulty, but it applies to either Telehealth or in person work.	6/26/2023 5:33 PM
1647	Not really, been much better than I had originally expected.	6/26/2023 5:31 PM
1648	I think you've got it.	6/26/2023 5:29 PM
1649	No	6/26/2023 5:23 PM
1650	isolation of providers practicing using telehealth	6/26/2023 5:22 PM
1651	No	6/26/2023 5:21 PM
1652	None	6/26/2023 5:20 PM
1653	Connection with client	6/26/2023 5:20 PM
1654	On the client end, lack of access or inadequate ability to use technology required for telehealth services, lack of technical knowledge or facility with technical programs, lack of ability or	6/26/2023 5:19 PM

comfort in using telehealth platforms, and/or lack of access to equipment required for telehealth.

1655	Difficulty reading nonverbal language all the time	6/26/2023 5:17 PM
1656	None	6/26/2023 5:14 PM
1657	Not that I can think of at the moment	6/26/2023 5:13 PM
1658	Ability to use technology for certain populations (e.g. seniors, those with certain cognitive challenges/disabilities)	6/26/2023 5:13 PM
1659	Privacy for client	6/26/2023 5:12 PM
1660	Many clients prefer telehealth and are much more flexible in scheduling appointment times since there is no travel time	6/26/2023 5:12 PM
1661	No	6/26/2023 5:11 PM
1662	I practice in a mixed rural/suburban area, and my more rural clients don't always have access to good internet service (nor did I when I lived in a rural area in western Nevada Co).	6/26/2023 5:11 PM
1663	no	6/26/2023 5:08 PM
1664	no	6/26/2023 5:07 PM
1665	No	6/26/2023 5:07 PM
1666	No	6/26/2023 5:07 PM
1667	no	6/26/2023 5:05 PM
1668	I don't know if "barriers" is the word, but telehealth is simply not as rich and therapeutic as in-person. I much prefer in-person.	6/26/2023 5:04 PM
1669	There are significant issues relative to what county and state the therapist is in and the location of the client. What laws and guidelines apply when the client or therapist is "out of town"? The Trust has a great training on this.	6/26/2023 5:01 PM
1670	None.	6/26/2023 5:01 PM
1671	No.	6/26/2023 5:00 PM
1672	No	6/26/2023 5:00 PM
1673	No	6/26/2023 5:00 PM
1674	Very few barriers in fact (I do not work with insurance, but am aware that insurance may not reimburse at all or equally	6/26/2023 4:59 PM
1675	I think the profession needs to adjust ethical guidelines NOW. The world is using technology. We need our profession to support us by formulating new ethical guidelines that facilitate our use of tech rather than the current guidelines that too often enhance our liability risks. HIPAA guidelines are ridiculously complex, narrow, and rigid and our ethical guidelines should articulate alternative standards.	6/26/2023 4:58 PM
1676	None that I have encountered. I was pretty hesitant to start telehealth and I was very surprised by how effective and efficient it was that I have continued to offer it and it is now what I do mostly.	6/26/2023 4:55 PM
1677	No	6/26/2023 4:55 PM
1678	No	6/26/2023 4:53 PM
1679	Yes patient's not being able to access telehealth due to financial burdens or other factors (not knowing how to operate equipment)	6/26/2023 4:53 PM
1680	No	6/26/2023 4:52 PM
1681	Clients may not have access to a good computer with a camera.	6/26/2023 4:51 PM
1682	no	6/26/2023 4:49 PM

1683	None	6/26/2023 4:48 PM
1684	Telehealth is not appropriate for every population or patient. My fear is that most psychologists will go 100% telehealth and people will no longer have access to in person services.	6/26/2023 4:48 PM
1685	Sometimes I wish I could see the whole person instead of just the trunk and head of a person. I am working on a set up where clients can see all of me and I am considering asking them to do the same if possible.	6/26/2023 4:48 PM
1686	no	6/26/2023 4:47 PM
1687	Many of the barriers re: finances are the same as in vivo therapy. With telehealth, it would be helpful if there were more guidance re: who is appropriate/will benefit? I do my best to assess that, patients sometimes know their ownprefernce and sometimes they are still not appropiate for teletherapy.	6/26/2023 4:45 PM
1688	While I much prefer face to face therapy (and that is just my preference) I see telehealth as opening up therapy to more people and reducing barriers. I don't see it creating barriers. This is one of the gifts that covid brought our society. When there is snow in our local mountains or illness in the home... or childcare issues.... telehealth preserves the consistency of the therapy and allows continuity where sometimes a client would drop out of therapy.	6/26/2023 4:45 PM
1689	California not participating in PsyPact. Clients are remote working and traveling everywhere. Inability to join PsyPact is interrupting care and making me less competitive of a provider.	6/26/2023 4:44 PM
1690	none	6/26/2023 4:42 PM
1691	None	6/26/2023 4:42 PM
1692	rapport building just looks so different online, and is absolutely a barrier in my opinion	6/26/2023 4:41 PM
1693	No, and I wish you had also asked about the benefits, this survey seems inherently skewed against telehealth which is a shame. It's not a fit for everyone, but opens doors for many who otherwise wouldn't be able to access mental health care	6/26/2023 4:40 PM
1694	age related acceptance, among both patient and provider population (e.g younger is more accepting).	6/26/2023 4:39 PM
1695	It's not optimal for therapy. I prefer face to face. Otherwise there is no way to control the client's environment so if there are privacy issues or distractions on their end, there is nothing you can do about it. And a lot of psychological testing needs to be done in person	6/26/2023 4:39 PM
1696	No	6/26/2023 4:37 PM
1697	no	6/26/2023 4:36 PM
1698	none	6/26/2023 4:34 PM
1699	Disinterest in telehealth/preference for in person	6/26/2023 4:34 PM
1700	I think many barriers can be overcome with proper reimbursement and access to resources/technology	6/26/2023 4:34 PM
1701	medicare reimbursement for teletherapy will likely drop in 2024 and this will be a barrier as I plan to stop providing teletlhealth due to the lack of adequate funding from Medicare. Many of my clients plan to stop therapy with me at that time because of their lack of mobility (eg due to chronic health issues such as Parkinsons or due to lack of transportation)	6/26/2023 4:33 PM
1702	Technology needs to advance a bit more so we can discern more about one another. However, I think with AI advances in the camera moving and following the user, this has already made things a bit more natural from my persepctive.	6/26/2023 4:32 PM
1703	No	6/26/2023 4:29 PM
1704	Telehealth works really well and given that we can serve underserved populations, it is a great opportunity. Thank you	6/26/2023 4:28 PM
1705	No	6/26/2023 4:24 PM
1706	None	6/26/2023 4:23 PM
1707	It is harder to gauge emotions, body language, as well as tech interfering with therapy process	6/26/2023 4:23 PM

(e.g., in the middle of something important and losing connections). Additionally, harder for both parties to stay as engaged and focused on a screen.

1708	It is not appropriate for certain clients and these should be identified.	6/26/2023 4:22 PM
1709	My private clients all seem to be fine. I'm selective: no suicidality, serious mental health issues or client needs face-to-face.	6/26/2023 4:22 PM
1710	Clients don't always have space at home that is private.	6/26/2023 4:19 PM
1711	The only barrier that I have is with the constant threat that insurance carriers are going to stop covering telehealth.	6/26/2023 4:19 PM
1712	Not really. My clients and I really like the convenience and effectiveness of tele-mental health treatment	6/26/2023 4:19 PM
1713	no	6/26/2023 4:17 PM
1714	My understanding is that the board has not joined the PsychPact which is trying to standardize videotherapy access to more clients	6/26/2023 4:17 PM
1715	no	6/26/2023 4:17 PM
1716	The need to be able to use the phone with some clients unable to see someone any other way. For people who are remote to come in for periodic office visits is unrealistic. Some of them just can't.	6/26/2023 4:10 PM
1717	No	6/26/2023 4:09 PM
1718	clients traveling out of state	6/26/2023 4:09 PM
1719	No	6/26/2023 4:08 PM
1720	Again, the issue for me is that underrepresented clients seem to have more problems navigating through telehealth protocols	6/26/2023 4:07 PM
1721	No	6/26/2023 4:06 PM
1722	No	6/26/2023 4:06 PM
1723	Testing limitations due to standardized procedures not developed for telehealth. Lack of child friendly tools for online format.	6/26/2023 4:06 PM
1724	No	6/26/2023 4:04 PM
1725	N/a	6/26/2023 4:03 PM
1726	No	6/26/2023 4:03 PM
1727	Communicating differences in treatment experience, yet conveying telehealth as valid.	6/26/2023 4:03 PM
1728	No I find telehealth to be easier for most patients	6/26/2023 4:01 PM
1729	Yes….the complexity of each state's licensing and rules for telehealth limits providers and likely reduces the number of providers that can actively provide services. Nationally every state board would benefit from a common national licensing process and/or process for telehealth. While PsyPact has made attempts to address this it is a cumbersome and complex process and organizations have difficulty as employers expanding services due to provider shortages with restrictions for telehealth	6/26/2023 4:01 PM
1730	No	6/26/2023 4:00 PM
1731	Pt's are often willing to do telehealth, but I have encouraged clients to return in person for a higher quality level of care.	6/26/2023 4:00 PM
1732	There are so many providers soley providing Telehealth it limits access for pt's asking for in-person care	6/26/2023 4:00 PM
1733	Public understanding of process and need for structure, privacy issues even in the home	6/26/2023 3:59 PM
1734	Language barriers	6/26/2023 3:58 PM
1735	none i can think of	6/26/2023 3:57 PM

1736	Online therapy with young children seems inadequate. Works fine for adolescents and adults, as well as couples and families.	6/26/2023 3:57 PM
1737	The only barriers for clients are to have privacy to do the telehealth session, and some prefer to be in person. In elderly clients with mild dementia, they struggle using the technology, as they do in other areas of their lives.	6/26/2023 3:57 PM
1738	no	6/26/2023 3:56 PM
1739	State line limitation barrier;	6/26/2023 3:56 PM
1740	Laws which allow tele-health to thrive and reach more consumers	6/26/2023 3:56 PM
1741	No	6/26/2023 3:52 PM
1742	No	6/26/2023 3:51 PM
1743	Patients occasionally take telehealth calls in inappropriate (public) places and need education about this. Also take calls while driving and need education about how this is not conducive to therapy.	6/26/2023 3:51 PM
1744	no	6/26/2023 3:51 PM
1745	In practice for several decades. Hard initially to switch over to non-in-person connections. Now not difficiult at all. Much more mobility within my State and saving patients cosly communting.	6/26/2023 3:51 PM
1746	In my 3+ years my neighborhood had one power-outage. I had to cancel my clients that day.	6/26/2023 3:50 PM
1747	No	6/26/2023 3:49 PM
1748	Having a private space for therapy.	6/26/2023 3:49 PM
1749	having an office to use or a quiet space at home to use	6/26/2023 3:47 PM
1750	Marketing Differences	6/26/2023 3:47 PM
1751	no	6/26/2023 3:47 PM
1752	No	6/26/2023 3:47 PM
1753	Licensure cross state	6/26/2023 3:46 PM
1754	no	6/26/2023 3:44 PM
1755	No	6/26/2023 3:43 PM
1756	I cannot guarantee confidentiality virtually like I can in my office.	6/26/2023 3:43 PM
1757	No	6/26/2023 3:42 PM
1758	Underserved populations without access to equipment	6/26/2023 3:42 PM
1759	Some platforms don't work with all phones / laptops and some clients just don't know how video meetings work.	6/26/2023 3:42 PM
1760	no	6/26/2023 3:41 PM
1761	No.	6/26/2023 3:40 PM
1762	Some therapists may be less professional online than in person.	6/26/2023 3:40 PM
1763	You imply by your use of the term barriers that the convenience and efficiency fostered by telehealth technology is beneficial for human beings. Is it not worth considering what we lose with telehealth even if there were no barriers? You seem to assume this technology is not only inevitable but good for psychology as a therapeutic endeavor. That kind of thinking is probably the largest barrier to the kind of thoughtful analysis and serious research that psychology needs. There is a reason that a large proportion of physicians in every poll report an increasingly negative view of their profession as it becomes supposedly more efficient and more and more a matter of algorithms and telehealth.	6/26/2023 3:40 PM
1764	No	6/26/2023 3:39 PM
1765	The barrier that telephone only sessions might not be reimbursable.	6/26/2023 3:39 PM

1766	during the lock-down, parents were often unable to use telehealth because they had no childcare and had to be around their kids - no privacy/quiet for telehealth	6/26/2023 3:38 PM
1767	Insurance companies are the largest barriers -- in terms of reimbursement for telehealth services, as well as willingness to cite the availability of telehealth services in the provider directory listing.	6/26/2023 3:36 PM
1768	no	6/26/2023 3:35 PM
1769	N/A	6/26/2023 3:35 PM
1770	Training for clients	6/26/2023 3:32 PM
1771	While doing groups, hard to know if sudden "loss" of member online is due to outage on their end or issues. Requires extra time to train group members to work around this issue.	6/26/2023 3:31 PM
1772	I'm not a tech person, so I didn't know how to answer the computer questions...that seems to be the simplest trouble shooting point...when the video doesn't work, or audio troubles, etc.	6/26/2023 3:31 PM
1773	Bias against Efficacy of telehealth	6/26/2023 3:30 PM
1774	no	6/26/2023 3:30 PM
1775	no	6/26/2023 3:29 PM
1776	The complicated codes and modifiers for session for insurance	6/26/2023 3:29 PM
1777	No	6/26/2023 3:29 PM
1778	Yes many of the above but unable to click multiple options above	6/26/2023 3:28 PM
1779	No	6/26/2023 3:28 PM
1780	No	6/26/2023 3:27 PM
1781	No	6/26/2023 3:26 PM
1782	No	6/26/2023 3:26 PM
1783	no	6/26/2023 3:26 PM
1784	No	6/26/2023 3:26 PM
1785	Unsure	6/26/2023 3:25 PM
1786	Patient population may not have easy access to telehealth options.	6/26/2023 3:24 PM
1787	interstate issues of licensure	6/26/2023 3:23 PM
1788	If insurance companies are overly nit-picky over accepting phone sessions as less acceptable than video sessions	6/26/2023 3:23 PM
1789	I find doing EMDR very difficult on video.	6/26/2023 3:21 PM
1790	None	6/26/2023 3:20 PM
1791	no	6/26/2023 3:18 PM
1792	I do not like telehealth. it is a very different therapy experience I do not think it is as therapeutic	6/26/2023 3:18 PM
1793	If the BoP would endorse platforms, would publish technology requirements that are easy to follow, and publish clear guidelines, it would be extremely helpful.	6/26/2023 3:18 PM
1794	No	6/26/2023 3:17 PM
1795	On the flip side, the ability to increase access to care through telehealth has led to outrageous waitlists for patients who are local and our program is impacted due to very high demands for specialized care	6/26/2023 3:17 PM
1796	One major barrier in my view is the California Board of Psychology's complete unwillingness to consider participating in PSYPACT. My clients, even those who I'm seeing in person, want to be able to access my services when they are traveling, and at the moment I'm left trying to arrange for this ad hoc, client by client and state by state. As an example, a client who was an	6/26/2023 3:17 PM

abuse survivor traveled home to another state for about a month following the death of a formerly abusive family member. This individual was highly triggered by the visit home and having the regular support of the therapist would have been tremendously supportive and in their best interest. As the treating psychologist I was left trying to decide whether to do what was in the best interest of my client and provide good care, or whether to follow the strict requirement of the law of that state. In this way, the California Board of Psychology has created an unnecessary barrier between California residents and good, sustainable care while traveling via telehealth. And given that now 40 states have enacted PSYPACT, California is far behind the curve, with residents and practicing psychologists being the ones to pay the price. https://psypact.org/mpage/psypactmap

1797	No, most clients, even those in the lowest socio-economic standings have at least a phone and thus can complete the telehealth sessions.	6/26/2023 3:16 PM
1798	I see no barriers other than the patient's access to the technology and/or support web service	6/26/2023 3:15 PM
1799	Clarity on treating clients traveling to other states or countries. Addressing need for greater mobility for clients as they increasingly are working via telehealth.	6/26/2023 3:15 PM
1800	No	6/26/2023 3:14 PM
1801	I think the training barrier is much more limited than it's presented here. The largest barriers are accessibility related and linked with the flexibility of this modality.	6/26/2023 3:14 PM
1802	Phone visits not being covered potentially is the main concern. Some people do not have access to internet or video.	6/26/2023 3:13 PM
1803	No	6/26/2023 3:12 PM
1804	None	6/26/2023 3:10 PM
1805	Some clients prefer in-person work.	6/26/2023 3:10 PM
1806	jurisdictional issues. Psypact is prejudicial as they require APA accreditation for graduate school status re: of licensure status. Getting licensed in a bunch of states is also costly and difficult.	6/26/2023 3:09 PM
1807	no	6/26/2023 3:07 PM
1808	Patient education	6/26/2023 3:07 PM
1809	Identifying private locations for clients to engage in telehealth appointments	6/26/2023 3:06 PM
1810	None	6/26/2023 3:05 PM
1811	N/A	6/26/2023 3:05 PM
1812	No. WEBEX more reliable and secure than Zoom	6/26/2023 3:03 PM
1813	NA	6/26/2023 3:03 PM
1814	This study does not ask questions about barriers that Telehealth removes. Because people don't have the extra cost (time and money, losing income while off work) of driving to an appointment, the treatment is more regularly attended and many more insured clients are able to participate — particularly those who are working, in school	6/26/2023 3:03 PM
1815	Clients with severe PTSD sometimes have difficulty coping with Telehealth as they need the stability of the office setting and specific office interventions	6/26/2023 3:03 PM
1816	It seems like clinicians would benefit too from client outcome studies (a version like this BOP survey but for clients where large data sets are available w/their impressions too). Thank you.	6/26/2023 3:03 PM
1817	No	6/26/2023 3:01 PM
1818	When people have no privacy, they wind up having to go to car, or I saw one woman from her closet. It worked out fine but privacy is sometimes an issue. But it serves people who couldn't get therapy otherwise.	6/26/2023 3:01 PM
1819	None noted	6/26/2023 3:00 PM
1820	Educating community of parity in person vs. Telehealth results for most cases	6/26/2023 3:00 PM

1821	No	6/26/2023 2:59 PM
1822	No	6/26/2023 2:59 PM
1823	Changing laws and regulations and insurance billing requirements - feels impossible to stay up to date.	6/26/2023 2:59 PM
1824	Clients who don't have printers need handouts/assessment forms mailed to them which causes delays.	6/26/2023 2:58 PM
1825	None	6/26/2023 2:57 PM
1826	1) Client expecting 24/7 availability of therapists now that everything is online. 2) Inconsistent interstate provision for telehealth sessions	6/26/2023 2:56 PM
1827	N/A	6/26/2023 2:56 PM
1828	There are clients who have issues with transportation or due to multiple medical conditions who benefit from telehealth	6/26/2023 2:56 PM
1829	Insurers should be required to cover Telehealth.	6/26/2023 2:56 PM
1830	Can't fully assess body language or changes to body that might be important	6/26/2023 2:56 PM
1831	not that i can think of	6/26/2023 2:56 PM
1832	I did not utilize Telehealth until the pandemic however clients benefit from the flexibility it offers.	6/26/2023 2:55 PM
1833	none	6/26/2023 2:54 PM
1834	No	6/26/2023 2:53 PM
1835	ease of use for older populations, safety and privacy concerns (using while driving, using in public space or with other outside of frame), access to reliable internet, use with young children, use with self-harm or suicide risk, use with ASD	6/26/2023 2:53 PM
1836	No	6/26/2023 2:52 PM
1837	Patient population such as older adults, animals in rooms, and others walking through session. Ringing cellphones are also problematic.	6/26/2023 2:52 PM
1838	I appreciate this survey, but I think post-covid this is a "tail wagging the dog" opportunistic issue currently. There are very few patients pre-covid who actually need telementalhealth in order to initiate care. And those who do should not be seen via video or telephone for very long. Psychotherapy was always meant to be done in person for so many reasons, especially in the bay area when the last thing most patients need is another screen.	6/26/2023 2:52 PM
1839	Not being able to work across state lines unless specifically licensed for this	6/26/2023 2:51 PM
1840	Ability for client to attend to session: In my experience during the Covid-19 shut-down, teleheath treatment was less efficient with some elementary school-aged children diagnosed with ADHD, and a parent needed to be present or check in often to keep the kids attentive and present in front of the computer. Ability to evaluate physical presentation of client: Also during the Covid-19 shut-down, I briefly worked with a young adult diagnosed with ASD who was not being truthful to me or his psychiatrist about his daily functioning (e.g., personal hygiene, time spent alone in bedroom, eating habits). His mother intervened, and he found a therapist close to his home with whom he could meet in their office.	6/26/2023 2:51 PM
1841	No	6/26/2023 2:50 PM
1842	no	6/26/2023 2:50 PM
1843	Trauma care, crisis care	6/26/2023 2:50 PM
1844	none that I can think of	6/26/2023 2:50 PM
1845	No	6/26/2023 2:50 PM
1846	Platforms are difficult for some patient's to navigate	6/26/2023 2:49 PM
1847	Some elderly do not like using a video platform but are okay with telephone meetings.	6/26/2023 2:48 PM

1848	Worried insurance will deny	6/26/2023 2:47 PM
1849	Difficulty forming relationships with the client. Inability to read body language. Client needs contained holding environment.	6/26/2023 2:47 PM
1850	The only ones I have encountered are that men tend to like in person therapy so they can open up more about issues. The limitations are that you can't see the whole person so you miss some behaviors that might be of importance. However, there are benefits of being able to see someone in their natural environment, the ease of getting to appointments, etc. I would like the board to consider allowing us in California the opportunity to have reciprocity with other states. I have many prior patients that moved but want to continue to see me but can't due to this state's limitations. It would be very beneficial for the therapuetic relationship and consistency of treatment.	6/26/2023 2:47 PM
1851	No	6/26/2023 2:46 PM
1852	No	6/26/2023 2:46 PM
1853	there are barriers in regards to effectiveness of Telehealth, having clients regularity attend appointments, and remaining engaged throughout our sessions (i.e. other calls, distractions in and around home, generally not engaged in clinical discussion)	6/26/2023 2:46 PM
1854	NA	6/26/2023 2:46 PM
1855	No	6/26/2023 2:46 PM
1856	no	6/26/2023 2:44 PM
1857	Clients having poor or less that optimal access to internet or phone service	6/26/2023 2:42 PM
1858	Sometimes feels like anxious patients become more anxious or agoraphobic as demand for anxiety tolerance decreases with telehealth	6/26/2023 2:42 PM
1859	provider resistance/ uncertainty	6/26/2023 2:41 PM
1860	Insurance companies have a lower pay rate for telehealth than in person visit .	6/26/2023 2:41 PM
1861	Not for me.	6/26/2023 2:40 PM
1862	None	6/26/2023 2:40 PM
1863	no	6/26/2023 2:40 PM
1864	No	6/26/2023 2:37 PM
1865	no	6/26/2023 2:36 PM
1866	Yes, limited access to good dependable technology equipment for my medi-cal population.	6/26/2023 2:35 PM
1867	Main barrier would be proper training, and how to safely and effectively practice psychotherapy via telehealth. Many people were thrown into it during the pandemic without learning how to do it thoughtfully.	6/26/2023 2:35 PM
1868	Overall the survey seems to presume barriers that many of us I presume have already gotten through by the exigencies of telehealth being the only therapy option at all in some of the past years.	6/26/2023 2:35 PM
1869	At times client is distracted and not as focused as when in face to face, so therapist doesn't learn as much about what is needed that isn't as evident on internet work	6/26/2023 2:35 PM
1870	No	6/26/2023 2:33 PM
1871	California not being a PACT state	6/26/2023 2:33 PM
1872	Client discomfort with technology	6/26/2023 2:33 PM
1873	N/a	6/26/2023 2:32 PM
1874	None	6/26/2023 2:32 PM
1875	It seems regulartory agencies are concerned and have the mindset that telehealth is not equivalent quality. I have had a positive experience utilizing it well.	6/26/2023 2:32 PM

1876	none	6/26/2023 2:31 PM
1877	none for my work	6/26/2023 2:31 PM
1878	no	6/26/2023 2:30 PM
1879	I haven't encountered barriers	6/26/2023 2:30 PM
1880	Having a presenter to facilitate the telehealth appointment for certain populations (i.e. corrections, inpatient, etc.)	6/26/2023 2:30 PM
1881	No	6/26/2023 2:30 PM
1882	no	6/26/2023 2:30 PM
1883	none	6/26/2023 2:29 PM
1884	even with being back in office and able to see in person, most clients except two wanted to go back to office; most prefer Telehealth, even those who started with me in office	6/26/2023 2:29 PM
1885	None, as a Black therapist, I am able to reach more clients that look like me and it has been an amazing therapeutic experience. I personally believe and clients have said so, if we go back to in person they would not continue therapy. That speaks volumes to be able to service clients who do not have access to Therapist that look like them.	6/26/2023 2:29 PM
1886	Yes, humanity barriers that limit accessible care	6/26/2023 2:29 PM
1887	Only what I mentioned already	6/26/2023 2:28 PM
1888	California not being a part of PsyPact	6/26/2023 2:26 PM
1889	Privacy in the home with telehealth is a problem. When people use their phone in the car the service is then horrible.	6/26/2023 2:26 PM
1890	client's expertise, or lack thereof with technology	6/26/2023 2:26 PM
1891	No	6/26/2023 2:26 PM
1892	Client access to internet/technology when working with low income clients	6/26/2023 2:25 PM
1893	No	6/26/2023 2:25 PM
1894	Tech issues forever	6/26/2023 2:25 PM
1895	No	6/26/2023 2:24 PM
1896	No	6/26/2023 2:24 PM
1897	I would simply like to thank the BOP for it's efforts in getting telehealth accepted and make the board aware that many older patients, particularly in remote areas, would not participate in treatment were it not for telehealth.	6/26/2023 2:24 PM
1898	I think there was a steep learning curve when Covid hit but I feel comfortable now.	6/26/2023 2:23 PM
1899	None.	6/26/2023 2:23 PM
1900	No	6/26/2023 2:23 PM
1901	I think that mainly, adequately assessing if the person is appropriate for telehealth is very important up front. I have talked to a number of providers who don't seem to really understand HIPAA issues with things like FaceTime, etc. So overall, I'd say that educating providers as well as adequate assessment of if someone is a good candidate for telehealth is important. With those addressed, telehealth has been a godsend!	6/26/2023 2:23 PM
1902	The need for dual licensure if providing services to old patients who have moved out of state and wish to maintain therapeutic ci\ontact.	6/26/2023 2:22 PM
1903	None.	6/26/2023 2:21 PM
1904	Degradation of therapeutic relationship	6/26/2023 2:21 PM
1905	Internet of the clients	6/26/2023 2:21 PM
1906	None, the only problem is confusion about regulation.	6/26/2023 2:21 PM

1907	N/A	6/26/2023 2:20 PM
1908	therapist fatigue- you have sit still and focus in a different way-constraining. I developed a repetitive stress neck and back injury, eye strain. It's not as energizing as being in the room with someone. I know many of us fought off burnout during the pandemic.	6/26/2023 2:20 PM
1909	no	6/26/2023 2:19 PM
1910	no	6/26/2023 2:19 PM
1911	Harder to connect to teens at times	6/26/2023 2:19 PM
1912	No	6/26/2023 2:18 PM
1913	Nope	6/26/2023 2:16 PM
1914	none	6/26/2023 2:14 PM
1915	Efficacy	6/26/2023 2:14 PM
1916	no	6/26/2023 2:14 PM
1917	In person is better in dealing with pain management.	6/26/2023 2:14 PM
1918	In the absence of safety concerns, it can still be difficult to determine whether someone is an ideal fit for telehealth until you're already working with them.	6/26/2023 2:14 PM
1919	No	6/26/2023 2:13 PM
1920	No	6/26/2023 2:13 PM
1921	No	6/26/2023 2:13 PM
1922	Telehealth medicine has been helpful to clients who have transportation issues.	6/26/2023 2:12 PM
1923	No	6/26/2023 2:12 PM
1924	None	6/26/2023 2:11 PM
1925	No	6/26/2023 2:11 PM
1926	Some clients don't like the idea of telehealth.	6/26/2023 2:11 PM
1927	Worked perfectly as long as I had met in person initially to establish trust and confidence. More difficult if I had not met the client in person. Slightly lower success rates.	6/26/2023 2:10 PM
1928	interjurisdictional practice, lack of participation in PsyPact	6/26/2023 2:10 PM
1929	licensure barriers: prevented from telehealth with individuals outside of state	6/26/2023 2:10 PM
1930	none	6/26/2023 2:09 PM
1931	No	6/26/2023 2:09 PM
1932	No.	6/26/2023 2:09 PM
1933	NO	6/26/2023 2:08 PM
1934	No	6/26/2023 2:08 PM
1935	No	6/26/2023 2:07 PM
1936	Privacy for the patient.	6/26/2023 2:07 PM
1937	Clearly stated.	6/26/2023 2:07 PM
1938	No	6/26/2023 2:06 PM
1939	N/A	6/26/2023 2:06 PM
1940	No	6/26/2023 2:06 PM
1941	no I have found that the ability to practice remotely has allowed people to access treatment who were unable before. I am licensed in CA FLA and NY and see patients from all states.	6/26/2023 2:06 PM

1942	Rural area access to high speed internet. Sacrificing quality care for convenience.	6/26/2023 2:06 PM
1943	My approach incorporates movement and play	6/26/2023 2:06 PM
1944	The expectations of insurance companies have to qualify for providing telehealth services is unrealistic (financial, etc.) for most private practices.	6/26/2023 2:06 PM
1945	No	6/26/2023 2:06 PM
1946	No, for the most part telehealth has made services more accessible to folks who otherwise wouldn't be able to access services either due to their location or their busy schedules	6/26/2023 2:05 PM
1947	I'm not aware of barriers and clients have a choice or can occasionally do in-person….most feel it assists with obtaining treatment	6/26/2023 2:05 PM
1948	None	6/26/2023 2:04 PM
1949	no	6/26/2023 2:04 PM
1950	No.	6/26/2023 2:04 PM
1951	No	6/26/2023 2:04 PM
1952	No	6/26/2023 2:03 PM
1953	No	6/26/2023 2:02 PM
1954	Some clients want in-person only.	6/26/2023 2:01 PM
1955	None - I find telehealth is excellent	6/26/2023 2:00 PM
1956	No	6/26/2023 1:58 PM
1957	No	6/26/2023 1:58 PM
1958	no	6/26/2023 1:58 PM
1959	No	6/26/2023 1:58 PM
1960	I love it as a provider particularly for accessibility for my patients who are in various spaces of life	6/26/2023 1:58 PM
1961	INTERSTATE LICENSING ISSUES!	6/26/2023 1:58 PM
1962	not that I can think of	6/26/2023 1:57 PM
1963	No	6/26/2023 1:57 PM
1964	No but not understanding why some insurance try to pay less when it's the same work	6/26/2023 1:57 PM
1965	Turn that I can think of	6/26/2023 1:57 PM
1966	No	6/26/2023 1:57 PM
1967	CA BOARD NEEDS to authorize apple FaceTime as it does not store data; the others are too expensive for part time practice	6/26/2023 1:56 PM
1968	Client variables need to also be considered (privacy issues, their one knowledge of technology, internet issues on their end, informal presentation when conducting telehealth vs. in person session, etc).	6/26/2023 1:56 PM
1969	not that I can think of.	6/26/2023 1:55 PM
1970	Reduced ability to read client's body language. Their head and shoulders are only part of body that is visible on computer. Much more information available about client when sitting person to person. Cues and clues can be missed. Harder to form a relationship with a new client. Works well with existing clients who started in-person.	6/26/2023 1:55 PM
1971	No	6/26/2023 1:55 PM
1972	No	6/26/2023 1:54 PM
1973	NO!	6/26/2023 1:54 PM

1974	no	6/26/2023 1:54 PM
1975	No	6/26/2023 1:53 PM
1976	Mostly older clients having trouble completing forms electronically but this seems to be less of an issue lately	6/26/2023 1:53 PM
1977	None that I can think of. I actually think telehealth has opened up therapy for many people.	6/26/2023 1:53 PM
1978	Your forced selection above is terrible. Lack of basic training. Lack of clinical training (weapons, referral sources according to geo locations.) Lack of required supervision. Cost is not so much an issue. Lack of interstate reciprocity. Lack of personal training to maintain empathy during session	6/26/2023 1:53 PM
1979	Some older clients have difficulty with the technology	6/26/2023 1:52 PM
1980	None	6/26/2023 1:52 PM
1981	No	6/26/2023 1:52 PM
1982	no	6/26/2023 1:52 PM
1983	ALL BARRIERS ON PATIENT SIDE / I HAVE NOT HAD ANY PROBLEMS ON MY SIDE EXCEPT AGE OF PATIENT / NOT SUITABLE FOR YOUNG CHILDREN OR THOSE WITH DEVELOPMENTAL DISABILITIES OR OTHER COMMUNICATION DIFFICULTIES	6/26/2023 1:52 PM
1984	not that I can think of	6/26/2023 1:52 PM
1985	No	6/26/2023 1:51 PM
1986	No	6/26/2023 1:51 PM
1987	none	6/26/2023 1:51 PM
1988	No	6/26/2023 1:51 PM
1989	I haven't experienced meaningful barriers	6/26/2023 1:49 PM
1990	None that I can think of	6/26/2023 1:49 PM
1991	Delivery of some experiential therapies , such as ACT - are quite a barrier in my experience	6/26/2023 1:49 PM
1992	Access to telehealth into institutions for those who are incarcerated or hospitalized with overwhelming need for therapeutic services due to high staff turnover and understaffing.	6/26/2023 1:49 PM
1993	no	6/26/2023 1:48 PM
1994	Even with increased accessibility to treatment via telemedicine, there still appears to be a shortage of providers.	6/26/2023 1:48 PM
1995	No, I have not encountered the barriers listed above	6/26/2023 1:48 PM
1996	Insurance companies should stop paying for telehealth because covid is now rarely a problem	6/26/2023 1:48 PM
1997	no	6/26/2023 1:47 PM
1998	Lack of social interaction	6/26/2023 1:47 PM
1999	The negative impact on the therapist over time and many yet to be identified impact on the treatment e.g. disruptions, crashes, etc.	6/26/2023 1:47 PM
2000	training & experience bias that the ONLY way to connect & observe nuanced behavior is in person	6/26/2023 1:47 PM
2001	None that I can think of	6/26/2023 1:47 PM
2002	no	6/26/2023 1:46 PM
2003	Research has already identified that telehealth yields only 60% of the benefit of live, in office therapy	6/26/2023 1:46 PM
2004	Staff or trainees may not have a quiet place to work at home, so you sometimes need to have them in the office to provide telehealth to families at home.	6/26/2023 1:46 PM

2005	client's technological challenges	6/26/2023 1:46 PM
2006	Telehealth is different from in-person (obviously). Generally, the benefits outweigh the downsides or losses.	6/26/2023 1:46 PM
2007	None	6/26/2023 1:46 PM
2008	No. I just hope APA advocates for ongoing telehealth.	6/26/2023 1:46 PM
2009	Telehealth has been a wonderful tool to help clients especially those who are unable to attend in person sessions. Many clients post covid have fears of public settings and have moderate social anxiety due to isolation. Telehealth provides them the opportunity to receive treatment in spite of these barriers. It is my hope the BOP reconsider supportive policies to provide out of state telehealth services. More specifically, consideration to join the growing number of states who have already signed onto psypact. I am uncertain why it was declined in 2020/21. Please reconsider this amazing opportunity to help CA therapists and psychologists serve clients in other states.	6/26/2023 1:46 PM
2010	None	6/26/2023 1:45 PM
2011	no	6/26/2023 1:45 PM
2012	Natural limitations of telehealth. Much of therapy is nonverbal and dismissed via telehealth.	6/26/2023 1:45 PM
2013	No	6/26/2023 1:45 PM
2014	No	6/26/2023 1:44 PM
2015	No.	6/26/2023 1:44 PM
2016	Not a barrier, but Alameda Co seems to be left off of the list here. I also see folks there.	6/26/2023 1:43 PM
2017	No	6/26/2023 1:42 PM
2018	No	6/26/2023 1:42 PM
2019	No	6/26/2023 1:41 PM
2020	Language of patient	6/26/2023 1:41 PM
2021	Free and easy Access to internet for all communities regardless of ability to pay	6/26/2023 1:41 PM
2022	Survey doesn't include the benefits, so you're not likely to obtain accurate information	6/26/2023 1:41 PM
2023	To me, it is more exhausting than meeting in person. This is especially true when treating children.	6/26/2023 1:41 PM
2024	none	6/26/2023 1:40 PM
2025	no	6/26/2023 1:40 PM
2026	Clients having access to tech	6/26/2023 1:40 PM
2027	yes, patient barriers such as feeling uncomfortable with technology or concerns about security.	6/26/2023 1:40 PM
2028	No	6/26/2023 1:40 PM
2029	Not that I can think of.	6/26/2023 1:39 PM
2030	Quickly changing laws are hard to keep up with	6/26/2023 1:39 PM
2031	Clients not having access to a computer or privacy	6/26/2023 1:39 PM
2032	Elder knowledge of technology	6/26/2023 1:38 PM
2033	no	6/26/2023 1:38 PM
2034	No	6/26/2023 1:38 PM
2035	Actually, there are many ADVANTAGES and increased ACCESS you have not asked about.	6/26/2023 1:38 PM
2036	no	6/26/2023 1:38 PM
2037	No	6/26/2023 1:37 PM

2038	None	6/26/2023 1:37 PM
2039	Some patients just refuse it. They desire an optimal/"perfect"environment over what is available or safest.	6/26/2023 1:37 PM
2040	No	6/26/2023 1:37 PM
2041	Educating the public of their behaviors/etiquette during telehealth sessions. For example, I don't see patients and stop right away when they are driving. The general public must be told to behave like they are in an office. Drinking coffee or water is fine, but moving around their space is inappropriate. I make sure that I set this rules in the beginning, but it's would be better if people know that telehealth is not a time like they are chatting with friends. For me, it is still a clinical procedure.	6/26/2023 1:37 PM
2042	N/A	6/26/2023 1:37 PM
2043	No	6/26/2023 1:36 PM
2044	Patients' access to safe, quiet and private location for telehealth session	6/26/2023 1:36 PM
2045	No	6/26/2023 1:35 PM
2046	no	6/26/2023 1:35 PM
2047	No	6/26/2023 1:35 PM
2048	Cohort differences - older populations are more resistant to video	6/26/2023 1:35 PM
2049	yes, as stated before, people are mobile and California is restrictive in allowing telehealth	6/26/2023 1:35 PM
2050	No	6/26/2023 1:35 PM
2051	Patient discomfort with the technology	6/26/2023 1:35 PM
2052	Clients must also have strong internet speeds and many don't	6/26/2023 1:35 PM
2053	No	6/26/2023 1:33 PM
2054	None that I can think of	6/26/2023 1:33 PM
2055	I don't think so.	6/26/2023 1:33 PM
2056	Telehealth really opens up access to care to provide specialty psychological treatment and evaluation to individuals that may not otherwise have access; also saves patients money by not taking as much time off work, commute costs, more comfortable in their own environment, etc.	6/26/2023 1:33 PM
2057	no	6/26/2023 1:32 PM
2058	None	6/26/2023 1:32 PM
2059	I think I've said my peace. Thank you for listening.	6/26/2023 1:32 PM
2060	it is less effective	6/26/2023 1:31 PM
2061	Location	6/26/2023 1:31 PM
2062	Importance of first having significant in person experience.	6/26/2023 1:31 PM
2063	No, I love telehealth	6/26/2023 1:30 PM
2064	I would like more technical training	6/26/2023 1:30 PM
2065	no	6/26/2023 1:30 PM
2066	No	6/26/2023 1:30 PM
2067	appropriate psychological tests to use via telehealth as we do psychological assessments	6/26/2023 1:30 PM
2068	I noticed that a huge barrier to treatment was the clients ability to have somewhere private for their session. Although telehealth is very convenient, it is hard to ensure that the client is in a safe, private environment where they are comfortable speaking honestly.	6/26/2023 1:30 PM
2069	Insurers doing everything they can to not pay bills.	6/26/2023 1:29 PM

2070	No	6/26/2023 1:29 PM
2071	Socioeconomic status disparity, lack of technological resources and knowledge in the area and for immigrants	6/26/2023 1:29 PM
2072	none	6/26/2023 1:29 PM
2073	No	6/26/2023 1:29 PM
2074	Level of psychopathology- more severe, less able to use telehealth	6/26/2023 1:28 PM
2075	The whole thing is antithetical to the importance of connection to another human in real life. Over reliance on virtual crap is one of the main sources of anxiety for many	6/26/2023 1:28 PM
2076	Privacy issues for client	6/26/2023 1:27 PM
2077	No	6/26/2023 1:27 PM
2078	Patients often agree to and begin telehealth services, then want in person or a hybrid mix.	6/26/2023 1:27 PM
2079	none	6/26/2023 1:27 PM
2080	No	6/26/2023 1:27 PM
2081	Research has shown that people of color, lower SES, still have less access to telehealth, especially as visual means are used (like Zoom). May not have privacy, might have to share the computer, etc.	6/26/2023 1:27 PM
2082	There are barriers that clients encounter...technology, finding an appropriate/private space to have their services/sessions, etc	6/26/2023 1:27 PM
2083	No	6/26/2023 1:26 PM
2084	In our clinic telehealth is not universally covered so disparities are created for those w suboptimal insurance.	6/26/2023 1:26 PM
2085	Across state access	6/26/2023 1:26 PM
2086	no	6/26/2023 1:26 PM
2087	No	6/26/2023 1:24 PM
2088	some patients prefer in person, which I am not offering since the pandemic (I used to be exclusively in-person treatment with patients, with the occasional landline telephone session	6/26/2023 1:24 PM
2089	Insurance reimbursement is too low	6/26/2023 1:24 PM
2090	Being able to pick up on patient's non-verbal cues like body language, dress, and hygiene.	6/26/2023 1:24 PM
2091	The main barrier is the cost of technology that the psychologist has to pay for, and getting a small percentage of people acquainted with video platforms, which is easy. While there can be barriers, the benefits of allowing telehealth are much greater than any limitations. psych board needs to help make telehealth a standard and not impose any limitations.	6/26/2023 1:24 PM
2092	No	6/26/2023 1:23 PM
2093	As stated, I believe all elements of therapy are better in person.	6/26/2023 1:23 PM
2094	CA needs to join PSYPACT	6/26/2023 1:22 PM
2095	Lack of being able to see body language and how client is functioning, when working with elderly or people with chronic health concerns.	6/26/2023 1:22 PM
2096	yes, barriers for some older clients who have trouble with technology. they can do Facetime but have issues logging in to my EHR system and clicking the call link which is HIPPA compliant whereas FT is not. this is a very small amount of my practice.	6/26/2023 1:22 PM
2097	The county of Alameda was omitted in the location list. 90% of my clients seem to like and appreciate telehealth. Maybe 1-2 out of ten especially those with ptsd or who miss seeing people in person would like in-person care. Generally though, telehealth improves attendance and makes sessions very convenient for clients.	6/26/2023 1:22 PM
2098	I think the biggest is the lack of clear resources around guidelines and rules of practice around	6/26/2023 1:22 PM

the US and globally. It seems on the psychologist to look up ever law in each state or country to try to figure out if they can support their patients when they travel or when they are travelling. It might be very beneficial for a family or patient being supported when away but with the lack of clarity and guidelines it leads to just not providing care for fear of the repercussions.

2099	no	6/26/2023 1:21 PM
2100	Child therapy	6/26/2023 1:21 PM
2101	No	6/26/2023 1:21 PM
2102	NA	6/26/2023 1:21 PM
2103	Patients don't always have access to a private space	6/26/2023 1:21 PM
2104	no	6/26/2023 1:21 PM
2105	For the most part, I have really enjoyed the ability to practice virtually as have my patients. As a mental health community, we still need to address state lines and telehealth. It is confusing how some providers are able to be licensed in multiple states. Patients also suffer when they move out of state and want to continue working together. I wish CA was part of PsyPact.	6/26/2023 1:21 PM
2106	None	6/26/2023 1:20 PM
2107	no	6/26/2023 1:20 PM
2108	You can't read body language or pick up on a persons energy. It creates a barrier and is less effective.	6/26/2023 1:20 PM
2109	It would be nice to be part of Psy Pact so we could see more people via telehealth. Many patients, especially young adults love doing telehealth and they want to keep seeing me when they go to college, but if it is out of state I can't keep seeing them. This is not great for them to have to start all over with another therapist.	6/26/2023 1:19 PM
2110	I believe Depth psychotherapy is dependent upon stillness and the ability to sit with the unknown. This dynamic is different when utilizing telehealth.	6/26/2023 1:19 PM
2111	no	6/26/2023 1:18 PM
2112	No	6/26/2023 1:18 PM
2113	Yes, just the blow to the body of the provider who is ergonomically stressed and I believe it stresses the eyes as we cannot do appropriate stretching or vision distance while on computer with a client	6/26/2023 1:18 PM
2114	While younger clients and readily utilize technology, some of the older clients can get somewhat initially overwhelmed.	6/26/2023 1:18 PM
2115	Being a hearing impaired clinician causes extra difficulties and expense.	6/26/2023 1:18 PM
2116	No	6/26/2023 1:17 PM
2117	non	6/26/2023 1:17 PM
2118	I hate doing it	6/26/2023 1:17 PM
2119	Lack of study of the comparative efficacy of telehealth to in person, particularly for socially anxious xclient	6/26/2023 1:17 PM
2120	None	6/26/2023 1:17 PM
2121	Alameda County was not listed as a county in California and that is primarily where my clients are located.	6/26/2023 1:17 PM
2122	Just the PsyPact issue. Clients often travel and don't understand the inability to provide telehealth across state lines despite it being discussed and in the informed consent.	6/26/2023 1:17 PM
2123	No	6/26/2023 1:16 PM
2124	None that I can think of	6/26/2023 1:16 PM
2125	no	6/26/2023 1:16 PM

2126	Acceptance by psychologists	6/26/2023 1:16 PM
2127	Telehealth can be a backup option for individuals in ongoing therapy who become contagious or after injury leaves them unable to come to the office. It can be a primary option for some, but that is not my preferred way to work. I see many individuals with highly complex conditions and there are some challenges to assure sufficient stability and safety working remotely.	6/26/2023 1:16 PM
2128	Confidentiality concerns in the context of trojan software (spyware) at both ends of connection. Additionally, I no longer work w minors since being fully remote- I do not feel it is appropriate.	6/26/2023 1:16 PM
2129	you left ALAMEDA COunty out of the list of practice locations	6/26/2023 1:15 PM
2130	Need for us to join reciprocity groups	6/26/2023 1:15 PM
2131	Providing services to clients that are out of state, but whom have residence in the place you are licensed. If they go on a trip and we cannot provide services while they are away, this impleads treatment.	6/26/2023 1:15 PM
2132	Client's ability to access a video conferencing service due to financial limitations	6/26/2023 1:15 PM
2133	no	6/26/2023 1:15 PM
2134	No. Telehealth is a huge benefit to many of my clients on the autism spectrum who often struggle to get to appointments in person	6/26/2023 1:15 PM
2135	None	6/26/2023 1:15 PM
2136	Rather than "barriers" I find that I am able to reach populations of people who might not otherwise be available for mental health care.	6/26/2023 1:15 PM
2137	none It's going well my patients love it!	6/26/2023 1:15 PM
2138	no	6/26/2023 1:14 PM
2139	The technology to do HIPPA compliant telehealth sessions is available. The challenge is related to sending/receiving/storing of forms/documents when these are done electronically. There is not education readily available around this and even less discussion around affordable software options to support these functions for a practitioner who may only have 1-4 clients that they see in private practice.	6/26/2023 1:14 PM
2140	none	6/26/2023 1:14 PM
2141	Lack of clarity from APA about supervision or training hours with telehealth	6/26/2023 1:13 PM
2142	I'd like CA to join PsyPact so clinicians can provide telehealth services in more locations.	6/26/2023 1:13 PM
2143	Yes, we need to be mindful of client's resources. If they don't have a working phone with internet, this could be a problem. Also, they might not be exposed to talking to anyone online. They probably used the phone, if they have any, to make phone calls only. Lots of training/education for the clients is needed.	6/26/2023 1:13 PM
2144	I'm concerned about AI taking the place of real human providers on the other end of the line.. it may be the future?	6/26/2023 1:13 PM
2145	Not in my practice.	6/26/2023 1:12 PM
2146	Difficulty for building rapport, privacy issues at clients end, not able to read/assess the non verbal cues	6/26/2023 1:12 PM
2147	Patient access to technology	6/26/2023 1:12 PM
2148	Clients who need it most do not always have access to internet, computers, or private location for visit.	6/26/2023 1:12 PM
2149	No	6/26/2023 1:12 PM
2150	Clear guidelines	6/26/2023 1:11 PM
2151	No	6/26/2023 1:11 PM
2152	No	6/26/2023 1:11 PM

2153	No	6/26/2023 1:11 PM
2154	California not being a PSYPACT state and getting on board with most other states across the U.S.	6/26/2023 1:11 PM
2155	none	6/26/2023 1:10 PM
2156	No research that I've seen comparing in person to telehealth.	6/26/2023 1:10 PM
2157	Medicare legislation requiring in-person intake & periodic follow-up (effective 2024)	6/26/2023 1:10 PM
2158	No	6/26/2023 1:10 PM
2159	Unknown	6/26/2023 1:09 PM
2160	None	6/26/2023 1:09 PM
2161	People need better access to mental health treatment which telehealth assists with but need better internet access and speeds for all areas of CA	6/26/2023 1:09 PM
2162	There are some potential advantages of telehealth that have not been worked out legally. For example, in San Diego there are many Veterans who live in nearby Baja California but there is no way for us to provide services to them due to licensing issues. I don't know that there can be a solution to this given the international border involved, but it is a barrier.	6/26/2023 1:09 PM
2163	Yes. I am surprised it is not an option to address how CA has not joined PsyPact and how that has been a significant barrier to telehealth and clients with marginalized identities getting access to culturally competent care. This is one of the most substantial challenge to telehealth in my opinion.	6/26/2023 1:09 PM
2164	Patient confidentiality on their end.	6/26/2023 1:09 PM
2165	None	6/26/2023 1:08 PM
2166	No	6/26/2023 1:08 PM
2167	None I can think of now	6/26/2023 1:08 PM
2168	I want to emphasize the negative effects in some cases of telehealth interactions, which can reinforce some clients' sense of security or familiarity in isolation and limited contact. I think that can be further exacerbated by some providers gravitating towards telehealth due to lower costs or convenience and by some clients finding that telehealth interactions can subtly support reduced engagement and commitment--both of which may lead to questionable ratings in surveys of both providers and clients.	6/26/2023 1:08 PM
2169	Can only see clients within California	6/26/2023 1:07 PM
2170	see above	6/26/2023 1:07 PM
2171	The difficulty in getting various forms signed in a HIPPA compliant way when not face to face	6/26/2023 1:07 PM
2172	None. Telehealth is an important part of my practice.	6/26/2023 1:06 PM
2173	No	6/26/2023 1:06 PM
2174	N/a	6/26/2023 1:06 PM
2175	Ignorance in public opinion; many believe that somehow in person is better.	6/26/2023 1:06 PM
2176	Not really a barrier, just that I still experiences a qualitative difference in the experience of providing Telehealth vs in person, though both have been quite effective	6/26/2023 1:06 PM
2177	No	6/26/2023 1:06 PM
2178	No	6/26/2023 1:06 PM
2179	Added time to the session due to technical necessity in reaching the patient	6/26/2023 1:06 PM
2180	N/a	6/26/2023 1:05 PM
2181	None that I have encountered	6/26/2023 1:05 PM
2182	no	6/26/2023 1:05 PM

2183	No	6/26/2023 1:05 PM
2184	NO	6/26/2023 1:05 PM
2185	No.	6/26/2023 1:05 PM
2186	Certain segments of the population are not comfortable with technology	6/26/2023 1:05 PM
2187	Most barriers I've encountered have been on the patient's end	6/26/2023 1:05 PM
2188	laws, rules and regulations re: telehealth practice in other states. it's time for California to become PsyPact state?	6/26/2023 1:05 PM
2189	Emotional Resistance to change service opportunities for patients	6/26/2023 1:05 PM
2190	No	6/26/2023 1:04 PM
2191	Not being part of PsyPact	6/26/2023 1:04 PM
2192	no	6/26/2023 1:04 PM
2193	no	6/26/2023 1:04 PM
2194	California should participate in the ASPBB passport program	6/26/2023 1:04 PM
2195	none	6/26/2023 1:04 PM
2196	It works fairly well, especially for shorter term issues	6/26/2023 1:04 PM
2197	increased professional burnout and lower efficacy of psychotherapy	6/26/2023 1:04 PM
2198	patients not always tech savvy	6/26/2023 1:04 PM
2199	CA Psych Board consistent refusal to join PsyPact	6/26/2023 1:04 PM
2200	no	6/26/2023 1:04 PM
2201	no	6/26/2023 1:04 PM
2202	low income/homeless clients often engage in therapy from cars or other locations to get privacy and an adequate connection, making confidentiality and client comfort difficult at times	6/26/2023 1:04 PM
2203	na	6/26/2023 1:04 PM
2204	No. I prefer in person to telehealth. But have learned since pandemic that deep psychodynamic, relational attachment therapy can continue via telehealth when needed.	6/26/2023 1:04 PM
2205	I have specialized training and decades of experience in family and child therapy. Difficult if not inadvisable to do child therapy with telehealth. Children need to draw, communicate nonverbally and best to see their behavior in non-home setting for generalization purposes. They can be less distracted in therapy office, and therapeutic relationship needs in-person presence. Also good to greet parent each session in waiting room. Some of this also holds true for teens. Also, family therapy and to some degree couple therapy not amenable to telehealth again due to need to observe nonverbal communication between members and aforementioned concerns regarding children and teens. I stopped accepting new couples, families and children and teens during pandemic when telehealth became required and have continued only treating individual adults currently. I miss treating children and teens especially because their psychological needs are so much greater post-pandemic.	6/26/2023 1:04 PM
2206	None	6/26/2023 1:03 PM
2207	No	6/26/2023 1:03 PM
2208	None	6/26/2023 1:03 PM
2209	No	6/26/2023 1:03 PM
2210	Only that clients are often very distracted and lack privacy at times.	6/26/2023 1:03 PM
2211	…	6/26/2023 1:03 PM
2212	lack of private space for client to talk at home without others overhearing	6/26/2023 1:03 PM
2213	No	6/26/2023 1:03 PM

2214	I received no legal/ethical training in telehealth at all until I found a supervisor who offered it herself. I still feel like my legal/ethical training in this regard is lacking, despite seeking out multiple trainings on the subject	6/26/2023 1:03 PM
2215	None	6/26/2023 1:02 PM
2216	No	6/26/2023 1:02 PM
2217	no	6/26/2023 1:02 PM
2218	More community understanding of the benefits would be helpful	6/26/2023 1:02 PM
2219	Workplace not in support of telepsych services for non-psychiatrists.	6/26/2023 1:02 PM
2220	No. I think this has improved our field.	6/26/2023 1:02 PM
2221	not that I can think of	6/26/2023 1:02 PM
2222	Telehealth is about 30% more difficult than in person in reading nonverbal cues.	6/26/2023 1:02 PM
2223	Lack of established standards for audio and video standards. This also ties with the lack of high speed Internet connection. Most people are not aware that the a connection's UPLOAD speed is more important than the DOWNLOAD speed. Almost all of the ISPs focus on the download speed for advertising purposes. For me, the upload speed that counts. This is because it directly impacts the quality of audio/video.	6/26/2023 1:02 PM
2224	no	6/26/2023 1:01 PM
2225	California also has restrictions on supervision and it needing to be in-person for pre-licensed providers.	6/26/2023 1:01 PM
2226	language access for clients that are not proficient in English.	6/26/2023 1:01 PM
2227	it feels like an inferior product to offer when compared to in-person sessions. Convincing clients that in-person therapy is more effective has been difficult since they want the convenience of jumping into a meeting with out the drive to the therapy office (which provides time to think about what they need from therapy that day) and the drive home (which provides time to let what happened in therapy sink in), and not jump back into another meeting. I've even had clients text work related stuff during the therapy meeting! Coming in person takes that off the table. (I also think that therapists are not free of these issues as well...distractions, text messages coming across their computer, etc).	6/26/2023 1:01 PM
2228	Not at this time.	6/26/2023 1:01 PM
2229	Keeping a dedicated space at home that would serve as my office did, preserving confidentiality and soundproofing	6/26/2023 1:01 PM
2230	no	6/26/2023 1:00 PM
2231	no	6/26/2023 1:00 PM
2232	n/a	6/26/2023 1:00 PM
2233	Not sure	6/26/2023 1:00 PM
2234	Barriers from the client's perspective	6/26/2023 1:00 PM
2235	No	6/26/2023 1:00 PM
2236	None at this time	6/26/2023 1:00 PM
2237	Alameda County was not included in the list of counties.	6/26/2023 1:00 PM
2238	Knowledge about systems that are available. Consumer reports for electronic health r3cords and telehealth	6/26/2023 1:00 PM
2239	Lack of awareness among psychologists on the evolving standards of care for screening telehealth patients, especially high-risk patients. It's OK to treat high-risk patients with telehealth - they just have to be screened appropriately and safeguards need to be set up in their local community if needed.	6/26/2023 1:00 PM
2240	No	6/26/2023 12:59 PM

2241	No	6/26/2023 12:59 PM
2242	Impact on the therapeutic relationship and on client safety. In other words, how to create therapeutic intimacy via telehealth?	6/26/2023 12:59 PM
2243	Insurance companies make it very difficult for people to get reimbursement for telehealth and people also cannot afford out-of-pocket.	6/26/2023 12:59 PM
2244	Unwillingness for the VA to use reliable group platforms like Zoom.	6/26/2023 12:59 PM
2245	Clients that have a hard time finding privacy	6/26/2023 12:59 PM
2246	Clientele who struggle with technology (such as the elderly) not having access to technical support	6/26/2023 12:59 PM
2247	Licensing boards are too restrictive in allowing access to telehealth across state lines	6/26/2023 12:59 PM
2248	No	6/26/2023 12:59 PM
2249	Specific populations such as children may need specific training applied to their needs	6/26/2023 12:59 PM
2250	No	6/26/2023 12:58 PM
2251	No	6/26/2023 12:58 PM
2252	No	6/26/2023 12:58 PM
2253	None - it has increased access immensely for my clients. Reduced no show rates, reduced stigma at work, reduced costs to attend therapy. Please help ensure ins insurance companies continue to reimburse telehealth services!	6/26/2023 12:58 PM
2254	No	6/26/2023 12:58 PM
2255	Isolation from colleagues and being part of an active community	6/26/2023 12:58 PM
2256	Lack of ability to continue seeing clients across state lines (ex. college student returns home for the summer and cannot continue care with psychologist in their college state)	6/26/2023 12:58 PM
2257	Patients sometimes not taking it as seriously	6/26/2023 12:58 PM
2258	As stated, I work with chronically ill geriatric population most of whom are only comfortable with telephone Telehealth. We would like to see each other that they do not know how to access the secure Zoom platform I use and most of them do not have smartphones.	6/26/2023 12:58 PM
2259	seem to me to be effects on nonverbal communications -intrapersonal, technological, neuropsychological?	6/26/2023 12:58 PM
2260	None	6/26/2023 12:57 PM
2261	No	6/26/2023 12:57 PM
2262	No	6/26/2023 12:57 PM
2263	N/a	6/26/2023 12:57 PM
2264	No	6/26/2023 12:57 PM
2265	PSYPACT. CA should consider being more universal with national norm/trend.	6/26/2023 12:57 PM
2266	The biggest barrier I see is finding privacy and people not finding a safe secure place to do their session.	6/26/2023 12:57 PM
2267	No	6/26/2023 12:56 PM
2268	Patient privacy.	6/26/2023 12:56 PM
2269	NA	6/26/2023 12:56 PM
2270	working with substance abuse via telehealth is challenging and yet telehealth is essential for engaging this population	6/26/2023 12:56 PM
2271	Lack of referrals from out-of-network insurance companies	6/26/2023 12:56 PM
2272	No	6/26/2023 12:56 PM

2273	Ongoing stress and fear that telehealth coverage can be taken away at any moment	6/26/2023 12:56 PM
2274	The biggest challenge I have faced has been ambiguity by the BOP regarding Telehealth rules and regulations for licensed psychologists in California.	6/26/2023 12:56 PM
2275	uncertainty of insurance reimbursement after end of COVID emergency. General regulatory attitude of regulatory bodies around telehealth. Clients often don't understand why I can't provide services if they are not physically in California. Restrictive nature of APA accreditation necessary to join PsyPact.	6/26/2023 12:56 PM
2276	No	6/26/2023 12:56 PM
2277	No	6/26/2023 12:56 PM
2278	I think lack of clarity around legal/ethical issues, including HIPAA. I knew several providers in 2020 who were doing tele therapy on non-HIPAA compliant platforms, doing tele therapy in states where they weren't licensed, etc. The technology was ready to go way before state boards (and other legal resources) were ready to provide clarity on legal/ethical issues.	6/26/2023 12:56 PM
2279	No	6/26/2023 12:56 PM
2280	Some providers are very skilled in telehealth services similar to excellent online professors and CE courses yet there are other providers that struggle to effectively engage with telehealth. The same is true for professors and teachers or other CE providers. The skillet is unique to each provider and therefore a range of location services, including telehealth should remain.	6/26/2023 12:56 PM
2281	No	6/26/2023 12:55 PM
2282	No	6/26/2023 12:55 PM
2283	No	6/26/2023 12:55 PM
2284	No	6/26/2023 12:55 PM
2285	Ability to provide telehealth across state lines. Frustration that California does not participate in PSYPACT interstate compact.	6/26/2023 12:55 PM
2286	lack of training	6/26/2023 12:55 PM
2287	Telehealth has been ideal for myself & clients. I have the opportunity for clinical & software support.	6/26/2023 12:55 PM
2288	None	6/26/2023 12:54 PM
2289	None	6/26/2023 12:54 PM
2290	No	6/26/2023 12:54 PM
2291	Advocacy for reciprocity between states	6/26/2023 12:54 PM
2292	No	6/26/2023 12:54 PM
2293	This survey needs to be fixed to include "None" options.	6/26/2023 12:54 PM
2294	No	6/26/2023 12:54 PM
2295	No	6/26/2023 12:54 PM
2296	none	6/26/2023 12:54 PM
2297	no	6/26/2023 12:54 PM
2298	No I think telehealth is great.	6/26/2023 12:54 PM
2299	Seniors sometimes have difficulty with the technology.	6/26/2023 12:54 PM
2300	Not appropriate for young children who may feel more relaxed using play therapy. Confidentiality concerns if a private location cannot be located within a small home.	6/26/2023 12:54 PM
2301	No	6/26/2023 12:53 PM
2302	None	6/26/2023 12:53 PM

2303	N/A	6/26/2023 12:53 PM
2304	No	6/26/2023 12:53 PM
2305	Clients having difficulty finding private spaces with internet access	6/26/2023 12:53 PM
2306	Some clients do not want and some problems do not fit with telehealth.	6/26/2023 12:53 PM
2307	none	6/26/2023 12:53 PM
2308	For many clinicians, the energy flow back and forth is not the same on telehealth (myself included) so where I was able to do 7 clients a day I can only do 6 clients if it is all telehealth. When I sit with clients, I get a lot of energy back from clients. For many of the clinicians in my practice, they are burning out faster. Also, less division between work/home. Less community.	6/26/2023 12:53 PM
2309	The only barrier is not specific to TeleHealth per se, however, at sometime soon I will need to spend extended time in Massachusetts with 95 year old father. I need to work, but the BoP says I could only do 2 weeks. We need reciprocity.	6/26/2023 12:53 PM
2310	access to appropriate equipment for low income communities which tend to need telehealth more due to challenges/barriers to transportation, childcare, homebound, etc.	6/26/2023 12:53 PM
2311	No	6/26/2023 12:52 PM
2312	No	6/26/2023 12:52 PM
2313	Because California is not a member of PSYPACT, it is very difficult to provide consistent telehealth services to clients who move frequently	6/26/2023 12:52 PM
2314	lack of training around orienting clients to TH as well as how to effectively engage multiple individuals (e.g., groups, family therapy). Also, I'm concerned about privacy- you do not know if a client is recording a session	6/26/2023 12:52 PM
2315	No	6/26/2023 12:52 PM
2316	It would be helpful to have a complete understanding of the technology in order to troubleshoot problems. Additionally, I work with children and I would like to have more facility with use of computer than they do in order to use their comfortable medium in a therapeutic way.	6/26/2023 12:52 PM
2317	Homelessness	6/26/2023 12:52 PM
2318	Largest barrier is not participating in PsyPact	6/26/2023 12:52 PM
2319	A question about how telehealth impacts length of treatment, ability to reach treatment goals, impacts rapport, impacts ability to do depth work.	6/26/2023 12:52 PM
2320	None	6/26/2023 12:52 PM
2321	N/A	6/26/2023 12:51 PM
2322	no	6/26/2023 12:51 PM
2323	No	6/26/2023 12:51 PM
2324	None	6/26/2023 12:51 PM
2325	N/a	6/26/2023 12:51 PM
2326	The need for more HIPAA compliant platforms that are not expensive and are reliable. Better training in what is expected of those of us that use telehealth.	6/26/2023 12:51 PM
2327	Not that I can think of	6/26/2023 12:51 PM
2328	Mostly private space	6/26/2023 12:51 PM
2329	None	6/26/2023 12:50 PM
2330	No	6/26/2023 12:50 PM
2331	Insurrance reimbursement and need to have an actual office suite to receive checks by MediCare	6/26/2023 12:50 PM
2332	None	6/26/2023 12:50 PM

2333	Privacy for the patient. Doing Telehealth means that the patient may experience lack of privacy in their home or office setting (e.g. family members "listening in")	6/26/2023 12:50 PM
2334	None	6/26/2023 12:50 PM
2335	Some people just ant in person. And it's hard to do therapy for kids under 12	6/26/2023 12:50 PM
2336	I haven't experienced any barriers. The pandemic sped up the process of making it easier to reach clients throughout the state in a HIPAA compliant way.	6/26/2023 12:50 PM
2337	During summer break, many children in LA County rely on computers from school to access care with the families and not having equipment via school impacts them having access to telehealth. It can lead to many cancellations or barrier to make it to in person.	6/26/2023 12:50 PM
2338	Neurocognitive and mental health testing is not feasible.	6/26/2023 12:50 PM
2339	no	6/26/2023 12:49 PM
2340	Providing telehealth services to young children or children with disabilities.	6/26/2023 12:49 PM
2341	No	6/26/2023 12:49 PM
2342	Providing supervision via telehealth with board guidelines for supervision Seeing clients who need services in other states. Telehealth had eliminated this barrier.	6/26/2023 12:49 PM
2343	Insurance as a whole is a major barrier for individuals to receive care. Either it's impossible to get paneled, getting paneled takes 6+ months, weeks to months delays in getting payment, poor reimbursement rates.	6/26/2023 12:49 PM
2344	No, I have had a very positive experience doing telehealth	6/26/2023 12:49 PM
2345	n/a	6/26/2023 12:49 PM
2346	Impossible to see whole person so behavioral observations are limited	6/26/2023 12:49 PM
2347	Not to my knowledge.	6/26/2023 12:49 PM
2348	Cumbersome to get licensed in other states when a pt is traveling or will be out of state temporarily for 1-2 months but within the US.	6/26/2023 12:49 PM
2349	On the client side of things, not all clients have access to privacy or strong bandwidth. Sometimes clients take sessions from their car to help with these things. California not joining PsyPact is a big barrier to access, because sometimes people move to another state and want to retain access to their therapist, or want to do couples therapist with a long distance partner.	6/26/2023 12:49 PM
2350	None	6/26/2023 12:48 PM
2351	No	6/26/2023 12:48 PM
2352	no	6/26/2023 12:48 PM
2353	N/A	6/26/2023 12:48 PM
2354	no	6/26/2023 12:48 PM
2355	No	6/26/2023 12:48 PM
2356	Privacy for clients. Sometimes clients fear they can be overheard.	6/26/2023 12:48 PM
2357	No	6/26/2023 12:48 PM
2358	stigma that telehealth is inferior to traditional therapy when it actually is better in some ways (client is joining from the comfort of home, easier scheduling for client & provider, flexibility)	6/26/2023 12:48 PM
2359	No	6/26/2023 12:47 PM
2360	Clients not understanding privacy from their end. Clients not understanding how to operate their technology.	6/26/2023 12:47 PM
2361	No	6/26/2023 12:47 PM
2362	Ability to obtain continuing education credits, while so many providers are still virtual.	6/26/2023 12:47 PM

| 2363	None	6/26/2023 12:47 PM
2364	None I can think of	6/26/2023 12:47 PM
2365	None telehealth has provided unparalleled access to my pts who would otherwise be unable to receive treatment	6/26/2023 12:47 PM
2366	No	6/26/2023 12:47 PM
2367	N/A	6/26/2023 12:47 PM
2368	None	6/26/2023 12:47 PM
2369	Needing to request telehealth in advance for insurance reimbursement, when telehealth is clearly in the best interest of the patient (i.e., chronic pain patients)	6/26/2023 12:47 PM
2370	Lack of internet access and telehealth services impacts many clients who traditionally would not have the ability to get the services from their choice of a provider	6/26/2023 12:47 PM
2371	None	6/26/2023 12:47 PM
2372	Not able to do many of the therapeutic activities that can be done in person. Youth often do not have private settings.	6/26/2023 12:47 PM
2373	just the Hipaa/facetime issue mostly I do zoom	6/26/2023 12:47 PM
2374	No	6/26/2023 12:47 PM
2375	Lack of private space for clients.	6/26/2023 12:47 PM
2376	No	6/26/2023 12:47 PM
2377	No	6/26/2023 12:46 PM
2378	no	6/26/2023 12:46 PM
2379	No	6/26/2023 12:46 PM
2380	None.	6/26/2023 12:46 PM
2381	N/a	6/26/2023 12:46 PM
2382	Reimbursement for telehealth should be at the same rate as in-person.	6/26/2023 12:46 PM
2383	None known	6/26/2023 12:46 PM
2384	No. I believe telehealth is necessary to give access to psychological services to many people.	6/26/2023 12:46 PM
2385	I would like to be able to use E.Passport, but you have to be actively in a state that has the E passport to practice in other states and California is not a member of Psypact	6/26/2023 12:46 PM
2386	Privacy seems to be the biggest issue. Hard for people to find the space to be alone if they don't come to an office.	6/26/2023 12:46 PM
2387	none	6/26/2023 12:45 PM
2388	No	6/26/2023 12:45 PM
2389	No	6/26/2023 12:45 PM
2390	No	6/26/2023 12:45 PM
2391	No	6/26/2023 12:45 PM
2392	N/A	6/26/2023 12:45 PM
2393	none. there are more barriers to in-person services than telehealth.	6/26/2023 12:45 PM
2394	None	6/26/2023 12:45 PM
2395	Supervision, not being licensed.	6/26/2023 12:45 PM
2396	NO...working very well and clients appreciate the ease.	6/26/2023 12:45 PM
2397	No Opportunity for excellent care	6/26/2023 12:44 PM

2398   No   6/26/2023 12:44 PM

Q10 Would you be willing to provide demographic information?

Answered: 3,914   Skipped: 532
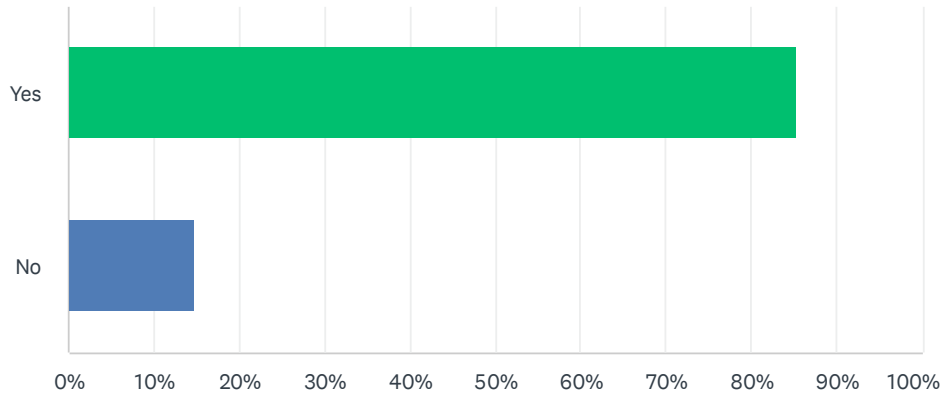
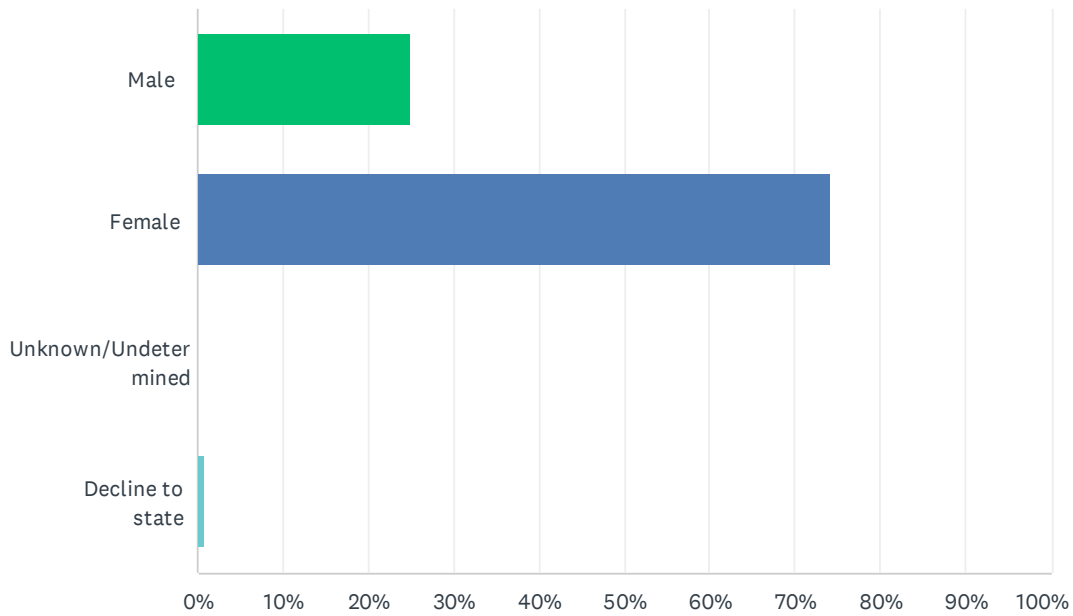| ANSWER CHOICES	RESPONSES	
Yes	85.26%	3,337
No	14.74%	577
TOTAL		3,914

Q11 What sex were you assigned at birth, on your original birth certificate?

Answered: 3,298   Skipped: 1,148

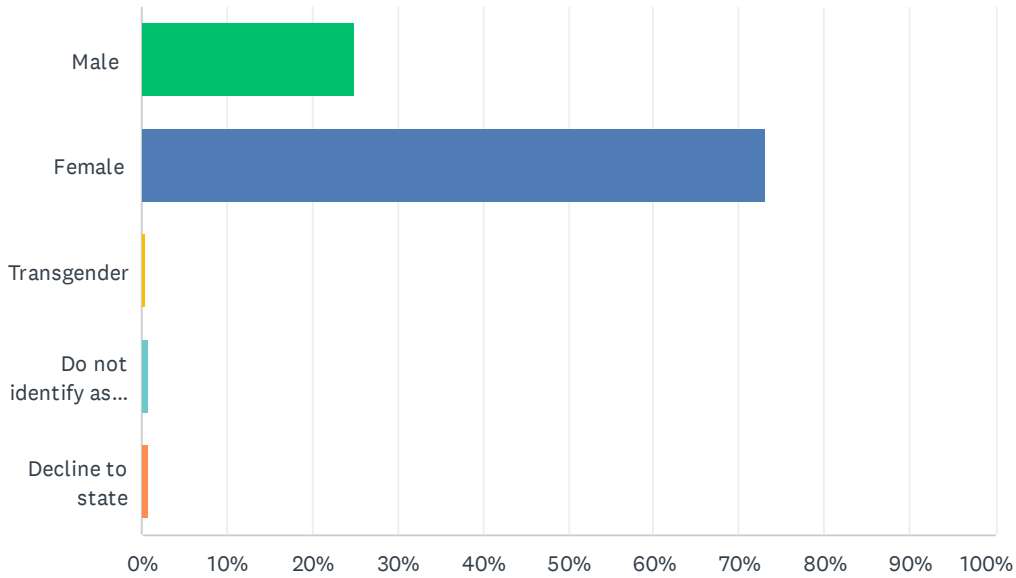| ANSWER CHOICES	RESPONSES	
Male	24.98%	824
Female	74.17%	2,446
Unknown/Undetermined	0.00%	0
Decline to state	0.85%	28
TOTAL		3,298

Q12 How do you currently describe yourself? (select only one)
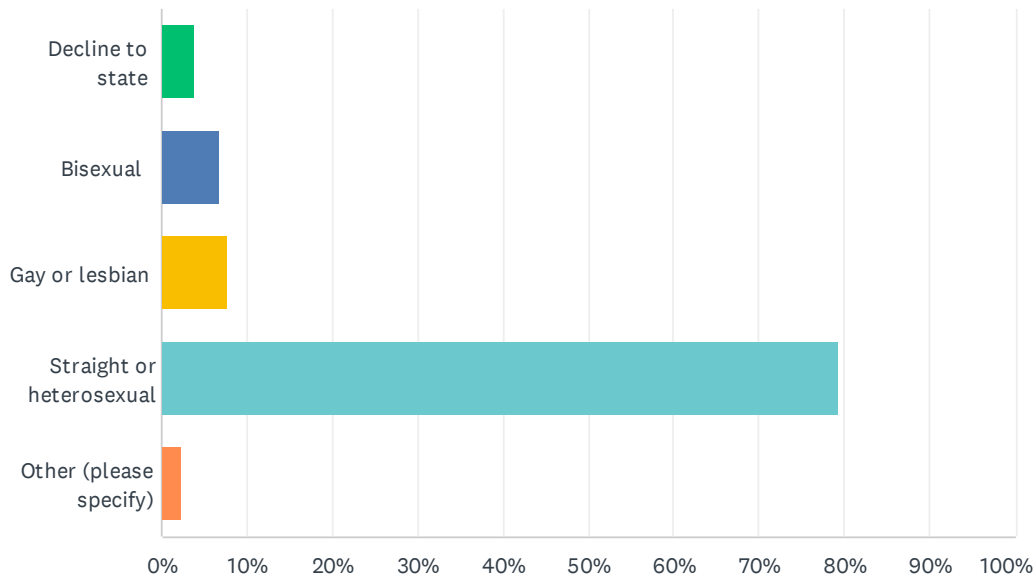
Answered: 3,294   Skipped: 1,152

ANSWER CHOICES	RESPONSES	
Male	24.89%	820
Female	73.16%	2,410
Transgender	0.39%	13
Do not identify as male, female, or transgender	0.79%	26
Decline to state	0.76%	25
TOTAL		3,294

Q13 Do you consider yourself to be…

Answered: 3,292   Skipped: 1,154

ANSWER CHOICES	RESPONSES	
Decline to state	3.74%	123
Bisexual	6.90%	227
Gay or lesbian	7.65%	252
Straight or heterosexual	79.28%	2,610
Other (please specify)	2.43%	80
TOTAL		3,292

#	OTHER (PLEASE SPECIFY)	DATE
1	in a same sex marriage, but straight in all other life experiences	7/22/2023 4:57 PM
2	Queer and you're options for gender and sexuality are bad.	7/20/2023 3:19 PM
3	comfortable sexually	7/19/2023 10:45 AM
4	Hetero-flexible	7/19/2023 2:50 AM
5	pansexual	7/18/2023 7:49 AM
6	Queer	7/17/2023 7:08 PM
7	Human	7/17/2023 5:28 PM
8	Straight	7/17/2023 4:22 PM
9	Pansexual	7/17/2023 4:08 PM
10	Heteroflexible	7/17/2023 3:52 PM
11	queer	7/17/2023 1:56 PM

12	Queer	7/17/2023 12:58 PM
13	Queer	7/17/2023 12:56 PM
14	Queer	7/17/2023 12:33 PM
15	Pansexual	7/17/2023 11:13 AM
16	Queer	7/17/2023 10:58 AM
17	ominsexual	7/17/2023 10:39 AM
18	Asexual	7/17/2023 10:37 AM
19	why does this matter	7/14/2023 1:23 PM
20	Queer	7/13/2023 11:04 AM
21	Queer	7/12/2023 11:41 AM
22	Pansexual	7/12/2023 10:37 AM
23	pansexual	7/11/2023 9:08 AM
24	Queer	7/11/2023 5:50 AM
25	Human being	7/10/2023 7:40 PM
26	Pansexual	7/10/2023 6:14 PM
27	Queer	7/10/2023 2:39 PM
28	pansexual	7/10/2023 12:49 PM
29	Queer	7/10/2023 12:01 PM
30	pansexual	7/10/2023 11:49 AM
31	N/A	7/10/2023 11:37 AM
32	Queer	7/10/2023 11:13 AM
33	Pansexual	7/10/2023 11:13 AM
34	Take everyone	7/10/2023 10:55 AM
35	Asexual	7/10/2023 10:45 AM
36	Queer	7/10/2023 10:28 AM
37	Celibate	7/10/2023 10:11 AM
38	Queer	7/10/2023 10:09 AM
39	Other	7/10/2023 9:57 AM
40	Queer	7/10/2023 9:57 AM
41	Questioning	7/10/2023 9:52 AM
42	Queer	7/3/2023 10:45 PM
43	Asexual	7/2/2023 1:10 PM
44	Queer	6/30/2023 11:21 AM
45	Pansexual	6/28/2023 3:45 PM
46	queer	6/28/2023 11:20 AM
47	queer	6/27/2023 9:21 PM
48	Pansexual	6/27/2023 4:20 PM
49	in process	6/27/2023 12:43 PM

50	heterosexual	6/27/2023 12:18 PM
51	Queer	6/27/2023 9:28 AM
52	Pansexual	6/27/2023 8:24 AM
53	this whole demographic survey is done with insensitive terms and questions throughout. please email cyrano.patton@alliant.edu for best practices.	6/27/2023 5:21 AM
54	fluid	6/26/2023 11:25 PM
55	This could not possibly affect my practice of telehealth	6/26/2023 10:30 PM
56	Queer	6/26/2023 8:42 PM
57	Queer	6/26/2023 7:57 PM
58	pansexual	6/26/2023 7:32 PM
59	Queer	6/26/2023 7:19 PM
60	Pansexual	6/26/2023 6:30 PM
61	Pansexual	6/26/2023 6:29 PM
62	queer	6/26/2023 5:23 PM
63	polysexual	6/26/2023 5:08 PM
64	queer	6/26/2023 3:38 PM
65	Queer	6/26/2023 3:14 PM
66	Queer. These formal binary descriptors are wholly limiting and out of touch	6/26/2023 2:31 PM
67	Pansexual	6/26/2023 2:30 PM
68	pan	6/26/2023 2:22 PM
69	Queer	6/26/2023 2:22 PM
70	queer	6/26/2023 1:32 PM
71	Queer	6/26/2023 1:11 PM
72	Pansexual	6/26/2023 1:05 PM
73	queer and non-binary	6/26/2023 1:01 PM
74	why do you need to know this?	6/26/2023 12:57 PM
75	queer	6/26/2023 12:56 PM
76	Pansexual	6/26/2023 12:55 PM
77	queer	6/26/2023 12:53 PM
78	Queer	6/26/2023 12:53 PM
79	Queer	6/26/2023 12:51 PM
80	Not sure	6/26/2023 12:50 PM

Q14 With which race(s) do you identify? (Select all that apply)

Answered: 3,299   Skipped: 1,147
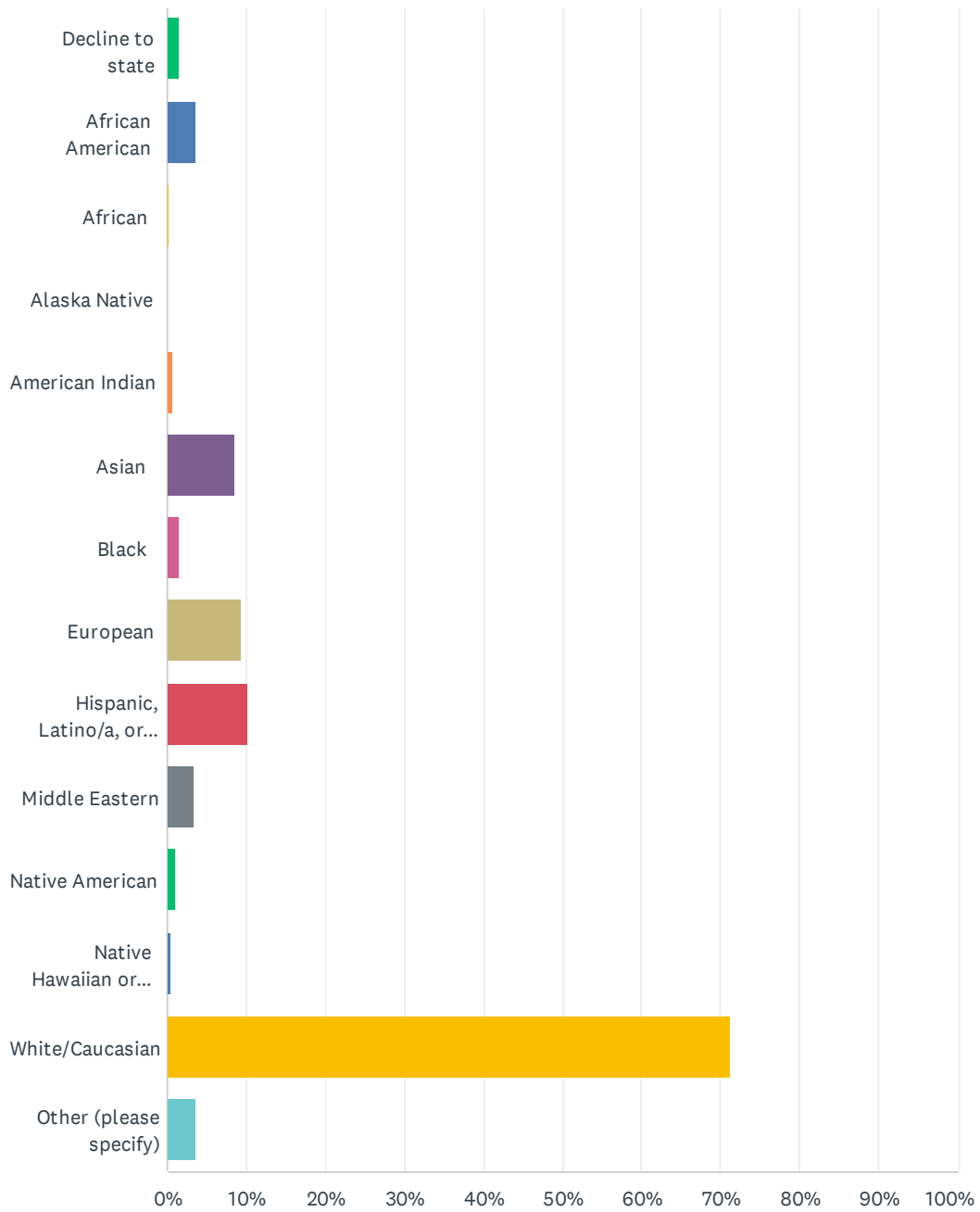
Board of Psychology Telehealth Barriers - Providers

ANSWER CHOICES	RESPONSES	
Decline to state	1.55%	51
African American	3.61%	119
African	0.27%	9
Alaska Native	0.03%	1
American Indian	0.61%	20
Asian	8.43%	278
Black	1.58%	52
European	9.37%	309
Hispanic, Latino/a, or of Spanish origin	10.22%	337
Middle Eastern	3.52%	116
Native American	1.03%	34
Native Hawaiian or other Pacific Islander	0.36%	12
White/Caucasian	71.29%	2,352
Other (please specify)	3.61%	119

Total Respondents: 3,299

#	OTHER (PLEASE SPECIFY)	DATE
1	South East Asian	7/24/2023 8:08 AM
2	North-Western European	7/23/2023 9:26 PM
3	There is only one Black race	7/23/2023 8:41 AM
4	Asian American - This should be a standard response option.	7/20/2023 3:28 PM
5	Mixed	7/20/2023 11:31 AM
6	Ashkaneze jewish	7/18/2023 3:57 PM
7	Indian from India	7/18/2023 12:26 PM
8	Persian	7/18/2023 10:50 AM
9	American	7/18/2023 10:07 AM
10	Mixed race	7/18/2023 12:12 AM
11	African-American+Irish+Apache multi-racial	7/17/2023 8:50 PM
12	English and German Caucasian	7/17/2023 4:22 PM
13	Italian American	7/17/2023 3:18 PM
14	Italian	7/17/2023 11:28 AM
15	Jewish	7/17/2023 11:21 AM
16	mixed	7/17/2023 11:18 AM
17	Mexican	7/17/2023 11:03 AM
18	All	7/17/2023 10:52 AM
19	Jewish	7/17/2023 10:39 AM

20	Jewish	7/17/2023 10:28 AM
21	American	7/14/2023 2:30 PM
22	Caucasian	7/11/2023 10:26 PM
23	American (Greek)	7/11/2023 5:14 PM
24	African	7/11/2023 5:50 AM
25	Jewish	7/10/2023 8:08 PM
26	South Asian Indian	7/10/2023 6:37 PM
27	Mixed race Southern; Black, American Indian and White mixed	7/10/2023 6:27 PM
28	Indian	7/10/2023 5:29 PM
29	Armenian	7/10/2023 5:19 PM
30	Irish and Polish	7/10/2023 1:11 PM
31	E. Indian	7/10/2023 1:03 PM
32	Taiwanese	7/10/2023 12:58 PM
33	Swiss American	7/10/2023 12:16 PM
34	European and other	7/10/2023 11:54 AM
35	Jewish	7/10/2023 11:27 AM
36	Armenian	7/10/2023 11:26 AM
37	Mixed race/multiracial	7/10/2023 11:23 AM
38	Mixed Latina	7/10/2023 11:14 AM
39	Tornedalian	7/10/2023 10:56 AM
40	South Asian	7/10/2023 10:52 AM
41	Armenian	7/10/2023 10:36 AM
42	I have literally 1% Spanish/Portuguese heritage which I only learned from 23andme as an adult	7/10/2023 10:30 AM
43	Jewish	7/10/2023 10:24 AM
44	Homo Sapien	7/10/2023 10:11 AM
45	Jewish	7/10/2023 10:08 AM
46	Jewish	7/10/2023 10:07 AM
47	Jewish	7/10/2023 10:02 AM
48	Italian American	7/10/2023 9:58 AM
49	Multiracial	7/10/2023 9:56 AM
50	Jewish	7/10/2023 9:54 AM
51	Jewish	7/10/2023 9:53 AM
52	Sami	7/10/2023 9:51 AM
53	Other Pacific Islander	7/10/2023 9:51 AM
54	Armenian American	7/10/2023 9:50 AM
55	Mexican	7/1/2023 11:21 AM
56	Caribbean culture and German culture.	6/29/2023 10:14 PM
57	hispanic/latino is not a race	6/29/2023 7:11 PM

58	Ashkenazi Jewish	6/29/2023 1:45 PM
59	Syrian/French Canadian	6/29/2023 10:22 AM
60	biracial Asian and Latinx	6/28/2023 2:08 PM
61	Jewish	6/28/2023 11:34 AM
62	Chicano	6/27/2023 3:22 PM
63	Biracial/multiethnic	6/27/2023 3:12 PM
64	Jewish	6/27/2023 1:43 PM
65	Taiwanese	6/27/2023 12:51 PM
66	Puerto Rican	6/27/2023 12:13 PM
67	Ashkenazyy Jewish	6/27/2023 9:38 AM
68	I consider "race" a misleading concept.	6/27/2023 8:38 AM
69	Asian Indian	6/27/2023 7:06 AM
70	jewish	6/26/2023 11:12 PM
71	Human	6/26/2023 10:29 PM
72	Taiwanese	6/26/2023 10:09 PM
73	Jewish	6/26/2023 8:40 PM
74	Armenian	6/26/2023 8:35 PM
75	Eurasian	6/26/2023 8:35 PM
76	Jewish	6/26/2023 8:30 PM
77	50% black / 50% white	6/26/2023 8:03 PM
78	Filipino	6/26/2023 6:30 PM
79	Indian	6/26/2023 6:17 PM
80	Multiethnic	6/26/2023 6:05 PM
81	Irish ancestry	6/26/2023 5:49 PM
82	European	6/26/2023 5:12 PM
83	Italian-Irish American	6/26/2023 4:49 PM
84	Jewish	6/26/2023 4:03 PM
85	Italian	6/26/2023 3:59 PM
86	While Latino	6/26/2023 3:57 PM
87	Jewish	6/26/2023 3:47 PM
88	JEW	6/26/2023 3:45 PM
89	Mexican, Irish, French, English	6/26/2023 3:42 PM
90	Italian American	6/26/2023 3:36 PM
91	Caucasian, born in Spain	6/26/2023 3:16 PM
92	South asian	6/26/2023 3:15 PM
93	mixed	6/26/2023 2:56 PM
94	White	6/26/2023 2:43 PM
95	All are fine	6/26/2023 2:26 PM

96	jewish	6/26/2023 2:06 PM
97	Normally, I would have checked "white", but as you may know, genetically speaking, none of the above descriptions are adequate to describe race, except "Human"	6/26/2023 1:59 PM
98	Hmong	6/26/2023 1:56 PM
99	Indian (southeast Asian)	6/26/2023 1:47 PM
100	Filipina American	6/26/2023 1:32 PM
101	in these days of racial discrimination I feel that being Jewish is different than White in terms of lived experience	6/26/2023 1:25 PM
102	Filipina American	6/26/2023 1:22 PM
103	Race is a false construct and one we shouldn't use	6/26/2023 1:18 PM
104	white/Jewish	6/26/2023 1:15 PM
105	South Asian	6/26/2023 1:13 PM
106	Filipino	6/26/2023 1:06 PM
107	Irish	6/26/2023 1:06 PM
108	Indian	6/26/2023 12:59 PM
109	Pakistani	6/26/2023 12:59 PM
110	Armenian	6/26/2023 12:58 PM
111	Canadian European	6/26/2023 12:58 PM
112	Jewish	6/26/2023 12:57 PM
113	Italian American	6/26/2023 12:56 PM
114	Jewish	6/26/2023 12:53 PM
115	Central American	6/26/2023 12:50 PM
116	decline to state	6/26/2023 12:50 PM
117	Indian	6/26/2023 12:50 PM
118	Ashkenazi Jewish	6/26/2023 12:49 PM
119	Jewish	6/26/2023 12:47 PM

# Q15 Asian Details (Select all that apply)

Answered: 276   Skipped: 4,170
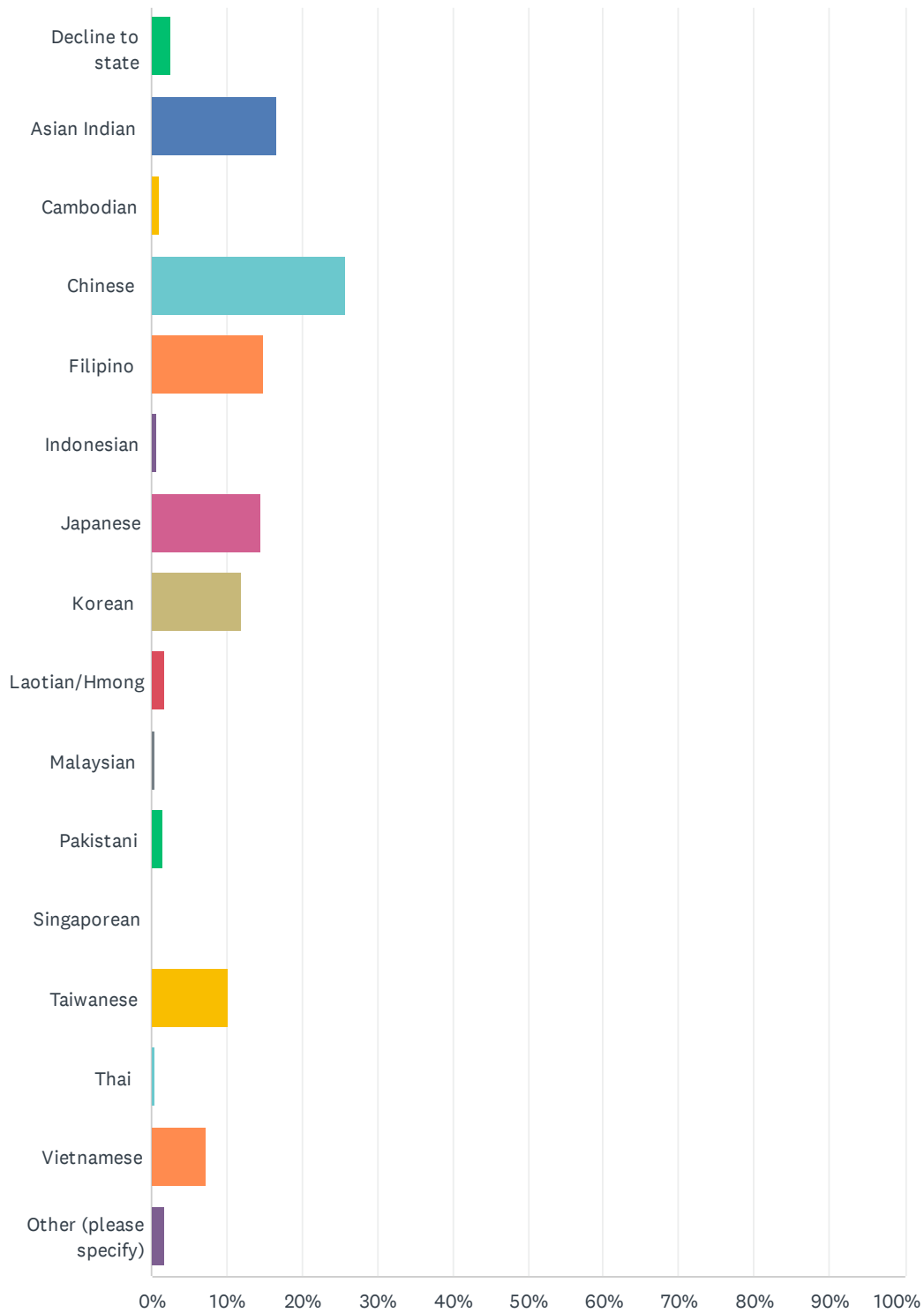
Board of Psychology Telehealth Barriers - Providers

ANSWER CHOICES	RESPONSES	
Decline to state	2.54%	7
Asian Indian	16.67%	46
Cambodian	1.09%	3
Chinese	25.72%	71
Filipino	14.86%	41
Indonesian	0.72%	2
Japanese	14.49%	40
Korean	11.96%	33
Laotian/Hmong	1.81%	5
Malaysian	0.36%	1
Pakistani	1.45%	4
Singaporean	0.00%	0
Taiwanese	10.14%	28
Thai	0.36%	1
Vietnamese	7.25%	20
Other (please specify)	1.81%	5

Total Respondents: 276

#	OTHER (PLEASE SPECIFY)	DATE
1	bicultural	7/17/2023 12:46 PM
2	Central Asia	7/17/2023 10:38 AM
3	Taiwanese	7/11/2023 11:37 PM
4	Tibetan	7/10/2023 9:53 AM
5	Okinawan	6/26/2023 12:46 PM

Q16 Are you Hispanic, Latino/a, or of Spanish origin? (Select all that apply)

Answered: 337   Skipped: 4,109
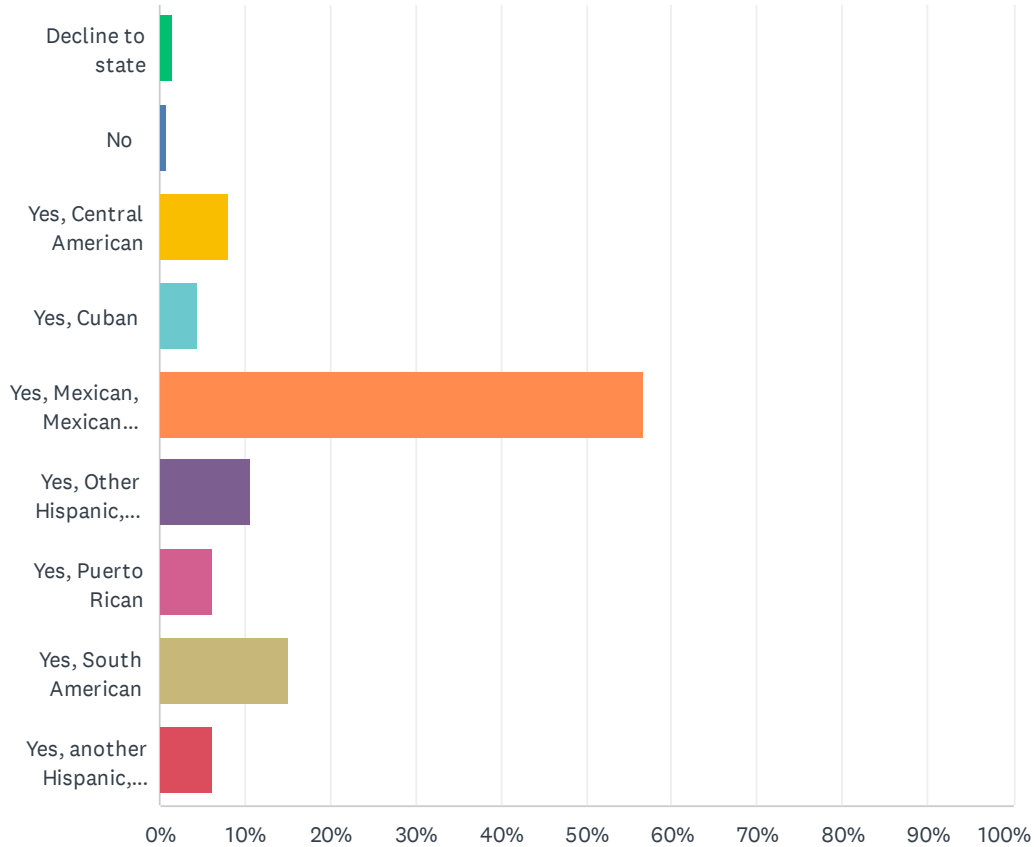
ANSWER CHOICES	RESPONSES	
Decline to state	1.48%	5
No	0.89%	3
Yes, Central American	8.01%	27
Yes, Cuban	4.45%	15
Yes, Mexican, Mexican American, Chicano/a	56.68%	191
Yes, Other Hispanic, Latino/a or Spanish origin	10.68%	36
Yes, Puerto Rican	6.23%	21
Yes, South American	15.13%	51
Yes, another Hispanic, Latino/a, or of Spanish origin (specify)	6.23%	21
Total Respondents: 337		

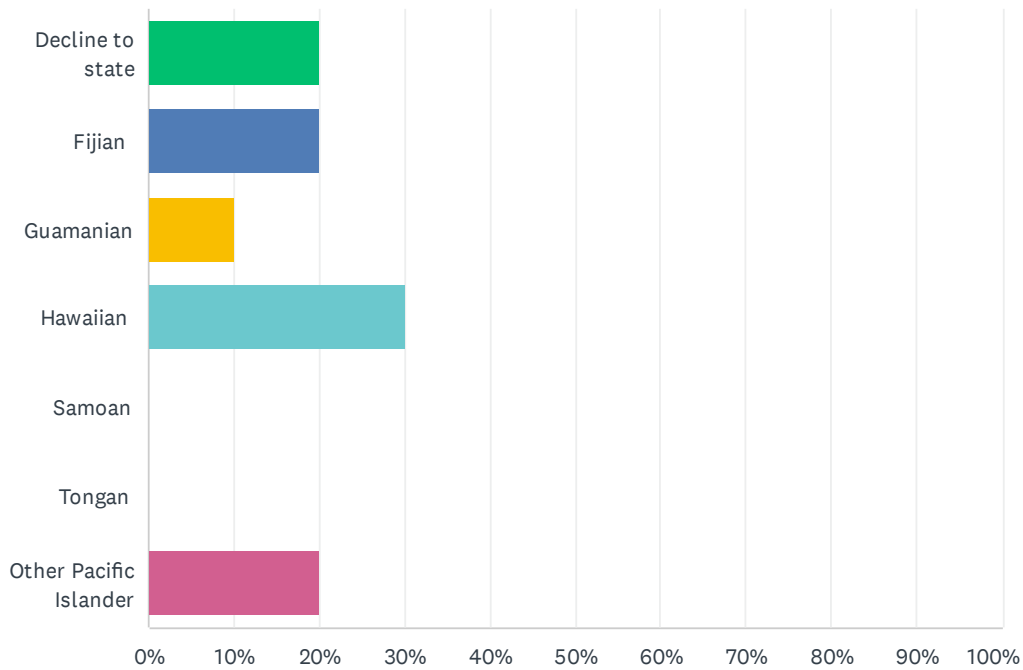| #	YES, ANOTHER HISPANIC, LATINO/A, OR OF SPANISH ORIGIN (SPECIFY)	DATE

1	Spanish	7/17/2023 1:12 PM
2	Caribbean: Dominican Republic	7/17/2023 12:59 PM
3	Spain	7/17/2023 10:56 AM
4	Spanish: Catalán	7/17/2023 10:50 AM
5	Dominican	7/14/2023 10:01 PM
6	Basque	7/10/2023 12:32 PM
7	Spain	7/10/2023 10:06 AM
8	Spain	7/10/2023 10:02 AM
9	Spanish	7/10/2023 9:51 AM
10	Spanish Basque	7/6/2023 11:40 AM
11	Spanish origin	6/29/2023 12:14 PM
12	Conquistador	6/28/2023 9:47 AM
13	Salvadorian	6/27/2023 11:41 AM
14	Spain	6/26/2023 10:42 PM
15	Spanish	6/26/2023 6:15 PM
16	Chilean	6/26/2023 6:14 PM
17	Spain	6/26/2023 2:27 PM
18	Portuguese	6/26/2023 1:47 PM
19	Dominican	6/26/2023 1:47 PM
20	Spanish	6/26/2023 12:49 PM
21	Spain	6/26/2023 12:49 PM

Q17 Native Hawaiian or other Pacific Islander (Select all that apply):

Answered: 10   Skipped: 4,436

ANSWER CHOICES	RESPONSES	
Decline to state	20.00%	2
Fijian	20.00%	2
Guamanian	10.00%	1
Hawaiian	30.00%	3
Samoan	0.00%	0
Tongan	0.00%	0
Other Pacific Islander	20.00%	2
Total Respondents: 10		

#	OTHER PACIFIC ISLANDER	DATE
1	Cnni	6/26/2023 2:57 PM
2	Filipino	6/26/2023 1:28 PM