

TELEHEALTH BEST PRACTICE

Reference Document

BACKGROUND

In 2020, the COVID-19 pandemic and nationwide protests over racial inequities highlighted a need for the Board of Psychology to consider how it conducts business and how it impacts the profession of psychology and access to psychological services. In response, then-Board President Seyron Foo and Outreach and Communications Committee Chair Dr. Lea Tate agreed on several areas of focus, including the “digital divide” and how it impacts access to telehealth.

FOLLOW-UP ACTIONS

On June 26, 2023, the Board conducted a survey to gather information about barriers to telehealth and how the digital divide impacts access to telehealth. The survey was sent to 30,000 consumers and providers of telehealth. The survey was closed on July 24, 2023, and the survey results can be found within the **meeting materials** for the 2023 November Board Meeting (pages 161-611). The Board’s initial goal was to share the survey results with an organization that would write a white paper including policy recommendations based on the survey results. The Board reached out to the University of California and the Little Hoover Commission; however, to date, no interest in a white paper has been expressed by either organization.

At the 2023 November Board Meeting, the Board voted to assign the Licensure Committee the task of reviewing competency requirements for doctoral programs, training settings, and supervised experience, within the context of the survey results.

The Licensure Committee met and discussed the task at their February and July meetings in 2024 and recommended creating a one-page reference document including the background of the survey, the follow-up actions taken, and a link to the American Psychological Association (APA) telehealth guidelines. The Board voted to adopt the Licensure Committee’s recommendation at the 2024 August Board Meeting.



LINKS



**American Psychological Association
Guidelines for the Practice of Telepsychology**

**Board of Psychology
Standards of Practice of Telehealth Regulation Advisory
Telehealth FAQ**

**National Register of Health Service Psychologists
Continuing Education: Presentation Slides for A Practical
Guide to Providing Telepsychology with Minimal Risks
at the 2019 National Practice Conference**

**U.S. National Institutes of Health’s National Library of Medicine
(NIH/NLM) Article: A Consolidated Model for Telepsychology
Practice**

**U.S. Department of Health and Human Services:
Introduction to Telehealth for Behavioral Health Care**

**U.S. Department of Health and Human Services:
How Do I Use Telehealth for Behavioral Health Care?**

DISCLAIMER

Some of the items listed on this reference document are not prepared by the Board. They instead link to information prepared and posted by others. We cannot guarantee the accuracy of information posted on these sites. The links are not intended to imply that we sponsor or are affiliated or associated with the entities who created those sites.

The Board assumes no responsibility or liability for any errors or omissions in the content of these sites. The information provided here is for general informational purposes only and does not constitute legal advice. It is not intended to be, nor should it be relied upon as, a substitute for advice from a qualified legal professional who can advise you on your specific circumstances.



CALIFORNIA DEPARTMENT OF
**CONSUMER
AFFAIRS**



PCE_25-083