

# Skills-based Videoconferencing



***ENHANCED PROFESSIONAL  
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Mountain Plains ATTC (HHS Region 8)

**ATTC**

Addiction Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration



# Trends

Week 8



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# Service Access

- Biggest development in access to care
- Decreased no-show rate
- Improved patient satisfaction
- Increased willingness to obtain services



# Increased Engagement

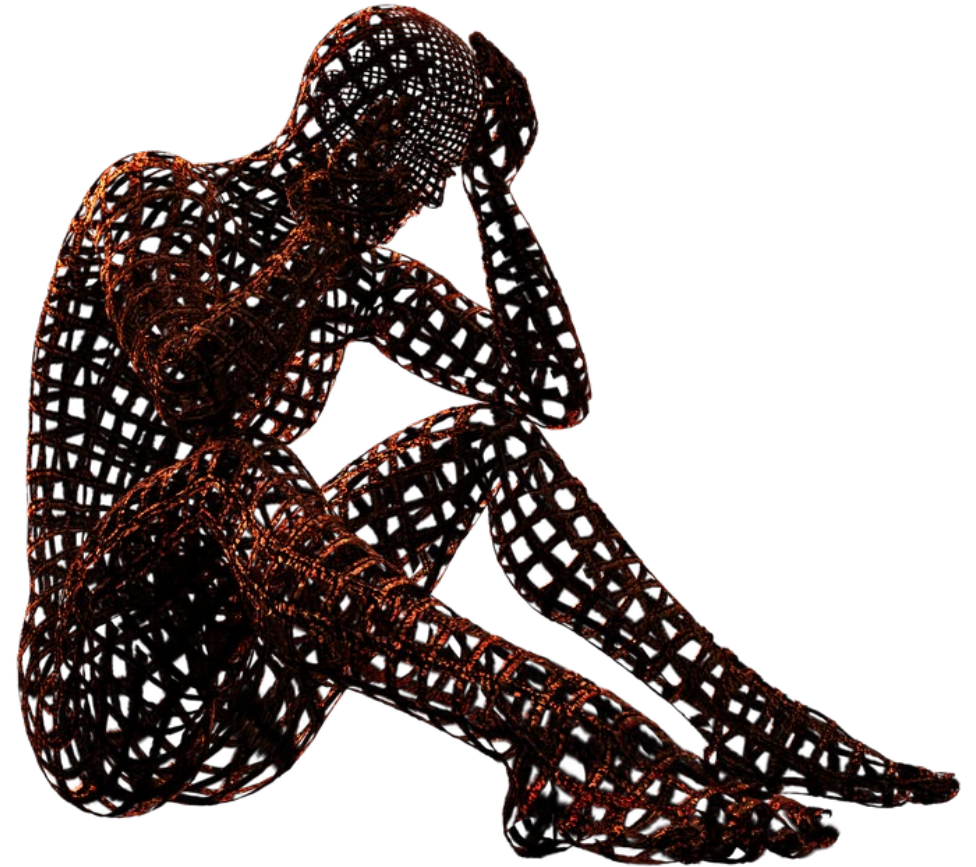
- Increased patient engagement by offering “simple” way to be involved with their treatment
- The improved levels of patient engagement means more successful your practice will be





# Burnout

- Decreases administrative tasks if using software
- More time with client and less with administrative tasks





# Millennial Appeal

- Millennials are becoming the dominant client base
- Appealing to millennials because “quick” and “simple”
- One stop shopping so can return to busy lifestyle more quickly



# Fewer regulatory barriers

- At least for now...
  - More accepted
  - Fewer restrictions on service
  - Improved reimbursement from insurances





  
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Company/app name	Telehealth modality	Cost	Apply to join their therapy team
American Well <a href="http://www.amwell.com">www.amwell.com</a>	Video conferencing	\$79/session; some insurances reimburse	<a href="http://www.americanwell.com">www.americanwell.com</a>
BetterHelp <a href="http://www.betterhelp.com">www.betterhelp.com</a>	Asynchronous messaging, live chat, live phone, video conferencing	Plans begin at \$35/week	<a href="http://www.betterhelp.com/counselor_application/">www.betterhelp.com/counselor_application/</a>
Breakthrough <a href="http://www.breakthrough.com">www.breakthrough.com</a>	Video conferencing	Determined by therapist; some insurances reimburse	<a href="http://www.breakthrough.com/for-providers/start">www.breakthrough.com/for-providers/start</a>
Lantern <a href="https://golantern.com/">https://golantern.com/</a>	Online modules, asynchronous messaging, live phone	\$49/month	
7 Cups of Tea <a href="http://www.7cups.com">www.7cups.com</a>	Asynchronous messaging	Plans begin at \$37.50/week or \$150/month	<a href="http://www.7cups.com/online-therapy-jobs/">www.7cups.com/online-therapy-jobs/</a>
TalkSpace <a href="http://www.talkspace.com">www.talkspace.com</a>	Asynchronous text, video and voice messaging	Plans begin at \$32/week	<a href="http://www.talkspace.com/online-therapy/join-talkspace-as-a-therapist">www.talkspace.com/online-therapy/join-talkspace-as-a-therapist</a>

<http://www.apa.org/monitor/2017/02/online-therapy.aspx>

7 Cups provides free, 24/7 emotional support to millions via online chat. We want to make sure nobody has to face their problems alone. Having someone like you to listen can be all it takes to make a real difference.

How does it work?

It's easy! We provide free online training & support - all you need is an internet connection to get started.

- Free active listening course
- Online volunteering from home (or via app!)
- Control your own availability to listen
- Get certifications to boost your resume
- Get support & coaching from friendly mentors

Become A Listener: <https://www.7cups.com/listener/CreateAccount.php>

Become A Volunteer Listener: <https://www.7cups.com/listener/become-a-volunteer-listener.php>

# The Future of Telehealth

- Improved technology
- Coordination of treatment and technology
- Improved cyber security
- Telehealth will evolve and become permanent part of daily life.

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