



Teletherapy: An Overview for Parents

Teletherapy is the use of technology to deliver speech, feeding, OT, or PT services at a distance by linking the provider to the client/patient for assessment, intervention, and/or consultation.

What equipment is needed?

- Phone, tablet or computer with camera and microphone
- Headphones (optional, but helpful)
- High Speed Internet

What does Teletherapy look like?

Each session requires a HIPAA compliant "platform" (such as doxy.me or TheraPlatform), which is a private screen space where we conduct the session. Both the provider and the patient/client/parent will be visible on the platform via the camera.

How will these sessions differ from face-to-face sessions?

At Step by Step, we have always followed a strong parent coaching model of service delivery, and this is the primary method that will be followed in the teletherapy sessions. Your provider will offer suggestions, feedback, goals/next steps, and problem-solving related to your child's challenges throughout daily routines and activities. Most sessions will be 30-minutes in length, however your individual provider will discuss those details with you directly.

What is the expected role of the parent during sessions?

During teletherapy, it is expected that the parent/caregiver acts as the facilitator on your side of the screen. Your provider may suggest an activity and offer guidance as you play with your child. While the hope is that the child remains engaged with you and/or the provider, it is also expected that (s)he may need a break or wander away for a few moments. Since a primary goal of these sessions is problem-solving and sharing of strategies to meet your child's goals, it is not expected that your child remain directly engaged at all times.

What to consider for your teletherapy sessions:

- The environment for therapy at home should be relatively quiet and free from distraction. The room should be well-lit, preferably with natural light or near a lamp.
- Have your providers's contact information accessible (cell phone and email) should you have any technological challenges. This is expected to happen and problem solving will be needed!
- If an appointment cancellation is necessary, please try to contact your provider with 24 hours notice. Your provider will do the same.
- The therapy schedule remains important as many providers will be scheduling back to back sessions. Please try to log in 2-3 minutes prior to the session start time so your provider can see that you are "waiting".