

Notes to Online Therapy Institute Verification Application process.

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This document is designed to help you fulfil the OTI Verification Application process, and should be read in conjunction with it. We also recommend reading the notes for other categories that may impact on your service design and delivery.

We encourage ALL Online Therapy Institute Verification applicants to read through the applicable OTI Ethical Framework. We believe that whether you build services or conduct services, a fundamental understanding of the ethics involved in the delivery of mental health information and services is paramount.

1. Client Services (therapy, counselling/counseling, coaching)

General Note:

- Private Practitioners should be sure that 3rd party services used for communication follow these standards.
- E-Clinics should follow these standards.

1.1 *Security/Compliance*

Encryption considerations are:

- Is data encrypted in transit via 256-bit SSL?
- Is all personal health information (PHI) encrypted using a modern method such as AES, MD5, or SHA-1?
- Has the service been audited by a reputable compliance and security firm?

Examples of security/confidentiality standards within jurisdictions are HIPAA in the U.S. or Data Protection Act in the U.K.

An example of required notices is HIPAA Privacy Policy

1.2 Safety/ethics

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

Contacts details should not be personal – PO Box numbers and confidential voicemail business telephone numbers are examples of what could be used

1.4 Training

We recommend any post master's training, certification or courses be listed. Continuing Professional Development or Continuing Education Units may also be listed if relevant

Therapist/Coach Directory

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

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Social Network

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

OTI recommends client cases (past or present) should never be discussed in any manner in a social media forum, even if the information has been “disguised” or “blinded.”

Blog

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

OTI recommends client cases (past or present) should never be discussed in any manner in a blog, even if the information has been “disguised” or “blinded.”

Contacts details should not be personal – PO Box numbers and confidential voicemail business telephone numbers are examples of what could be used

Peer Support

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

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Self Help

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

Examples of consumer entries are journal writing or mood tracking websites.

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Practice Building/Marketing

Examples of maintaining a responsible professional web presence are ensuring confidentiality is kept and dual relationships are avoided within social media, such as Facebook and Twitter

Supervision/Consultation

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Education/Professional Development

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Examples for professional organisations:

- aims and objectives such as a mission statement,
- membership policies such as mandatory trainings and costs
- complaints procedures should outline a clear route for professionals and clients who wish to make a complaint

Crisis Intervention

OTI recommends Befrienders.org/Samaritans.org, where crisis email and phone numbers across the globe are available

Education/Professional Development

Training Programmes about Online Therapy and Therapeutic Delivery via Technology

Training programmes should include one required or suggested textbook that refers specifically to using technology in therapy and not a general therapy topic. Examples are:

Anthony, K. & Nagel, D.M. (2010). Therapy Online: A Practical Guide
(http://www.amazon.com/Therapy-Online-Practical-Kate-Anthony/dp/184920473X/ref=sr_1_1?ie=UTF8&qid=1306415141&sr=8-1)

Anthony, K., Nagle, D.M. & Goss, S. (2010) The Use of Technology in Mental Health: Applications, Ethics and Practice. (http://www.amazon.com/Use-Technology-Mental-Health-Applications/dp/0398079544/ref=sr_1_1?ie=UTF8&qid=1306415225&sr=8-1)

Jones, G. & Stokes, A. (2009). Online Counselling: A Handbook for Practitioners.
(http://www.amazon.com/Online-Counselling-Practitioners-Gill-Jones/dp/0230201954/ref=sr_1_3?s=books&ie=UTF8&qid=1306415328&sr=1-3)

Zack, J., Kraus, R., Stricker, G. & Speyer, C. (2011). Online Counseling, 2nd ed.: A Handbook for Mental Health Professionals (Practical Resources for the Mental Health Professional).
(http://www.amazon.com/Online-Counseling-2nd-ed-Professionals/dp/0124259553/ref=sr_1_4?s=books&ie=UTF8&qid=1306415328&sr=1-4)

Other textbooks are available and can be seen at
<http://www.onlinetherapyinstitute.com/bookstore/>