



OFFICE & TECHNOLOGY CHECKLIST FOR TELEPSYCHOLOGICAL SERVICES

遠距心理服務的辦公室科技清單¹

Screen your patient(s) to determine whether video-conferencing services are appropriate for them.

篩選你的案主來決定遠距會談服務是否適用於他們

- Consider patient's clinical & cognitive status – can the patient effectively participate?
- 酌量案主的臨床與認知狀態—案主能有效地參與其中嗎？
- Does the patient have technology resources for a video-conference – e.g. webcam or smartphone?
- 案主有網路視訊會議的相關科技資源：如網路攝影機或智慧型手機？
- Consider patient's comfort in using technology – can they login and effectively use the technology?
- 酌量案主對於使用科技的自在程度—他們能註冊登入並有效地使用科技嗎？
- Does the patient have physical space for a private telepsychology session?
- 案主有可以使用遠距心理晤談服務的私人物理空間嗎？
- Is parent/guardian permission required? If so, obtain it.
- 有需要案主/監護人的許可嗎？如果是，則請事先取得。
- Consider patient safety (e.g., suicidality) and health concerns (e.g. viral risk; mobility; immune function), community risk, and psychologist health when deciding to do tele-sessions instead of in-person.
- 當考量是否採遠距晤談以取代面對面服務時，需酌量案主的人身安全(如：自殺風險)以及健康顧慮(如：病毒風險、可行動力、免疫功能)、社區風險、以及心理師自身的健康。

Technology: 科技

- Is your technology platform consistent with HIPAA-compliant practices?
- 你的科技平台是否合乎 HIPAA²規範？
- Do you have a Business Associate Agreement (BAA) for that technology vendor?
- 你是否與該科技供應商簽定商業夥伴協議(以明定彼此權責)？
- Do you and the patient have adequate internet connectivity for video-conferencing?
- 你與案主是否都有可供視訊會議的網路連線？
- Did you discuss with the patient how to login and use the technology?
- 你是否與案主討論過如何註冊與使用科技平台？
- Are you using a password-protected, secure internet connection, not public or unsecured WiFi? What about your patient? (If not, it increases the risk of being hacked.)
- 你是否使用有加密碼、具保密性的網路連線，而非公共或無密碼保護之 Wifi 連線？你案主的情況如何呢？(若無，則會增加連線被駭客入侵的風險)
- Did you check that your anti-virus/malware is up-to-date to prevent being hacked? What about your patient?
- 有沒有檢查你的防毒軟體是否定期更新以防被駭？你案主的情況如何呢？

Office Set-up: 辦公室設備

- Is the location private? Is it reasonably quiet?
- 位置夠隱密嗎？環境夠安靜嗎？
- Make sure the room is well lit. Example: a window in front of you might cast a shadow or create low visibility.
- 確保環境光線充足。舉例：若有窗戶在前則可能讓你的臉蒙上一層陰影或使得能見度變低。
- To improve eye contact, position your camera so that it's easy to look at the camera and the patient on screen.
- 為強化眼神接觸，請調整鏡頭位置使你能同時看著鏡頭以及螢幕上的案主。

¹ 本文件取自美國心理學會網站 <https://www.apa.org/practice/programs/dmhi/research-information/telepsychological-services-checklist> 由臺灣諮商心理學會國際事務暨多元文化委員會協助翻譯。

² HIPAA 為 Health Insurance Portability and Accountability Act 縮寫，為美國於 2000 年頒布規範醫療資訊應用及病患隱私權的法案。

(For information purposes only. Not for use in clinical records.)



- Consider removing personal items or distractions in the background.
- 請斟酌移開個人物品或可能在背景造成干擾的物品。
- Check the picture and audio quality. Can you see and hear each other? Make sure nobody is muted.
- 請確認視訊以及語音品質。你能清楚看到以及聽見彼此嗎？請確保雙方都沒有被靜音。
- As much as possible, both people should maintain good eye contact and speak clearly.
- 儘可能使雙方都能保持好的眼神接觸以及清楚的音量。

Pre-session: 晤談前

- Psychologist should be competent to deliver tele-health services. Consider taking the [“Telepsychology Best Practice 101”](#) online CE course. Review APA’s [Telepsychology Practice Guidelines](#).
- 心理師應該有充分提供遠距健康服務的知能。請考慮取得「遠距實務 101」的線上繼續教育課程。複習美國心理學會的「[遠距實務守則](#)」。
- Discuss the potential risks/benefits of telehealth sessions with the patient(s).
- 與案主討論遠距晤談的潛在風險/益處。
- Get a signed informed consent from your patient(s) or patient’s legal representative. If the psychologist or patient is quarantined, informed consent must be signed electronically; consider [DocHub](#) or [DocuSign](#).
- 取得案主或其法定代理人的知情同意簽名。如果心理師或案主正在被隔離，則可取得知情同意書的電子簽名。可考慮使用 [DocHub](#) or [DocuSign](#) 這兩種電子簽名系統。
- Do you have a back-up plan in case of technical difficulties? In case of a crisis situation? What contact information do you have? Do you know the local resources (e.g. ER) where the patient is?
- 若遇到技術性的困難，你有備案嗎？如果遇到緊急情況呢？你有沒有聯絡方式？你知道案主所在地附近的資源(如：急診室)嗎？
- Did you discuss how this session will be billed? Will the patient be billed if late/no-show?
- 你有跟案主討論過網路視訊晤談的收費嗎？案主若遲到或未到仍然會要繳費嗎？
- In the case of minors, determine where the adult will be at that location.
- 考量未成年的需要，需考慮成人可在附近作陪的位置。

Beginning of virtual session: 遠距晤談的開始

- Verify the patient’s identity, if needed.
- 若需要，請需確認案主的身份。
- Confirm patient’s location and a phone number where the patient can be reached.
- 確認案主的位置以及可以被聯繫到的電話號碼。
- Review importance of privacy at your location and patient’s location.
- 確認你與案主所在地的隱私性。
- All individuals present for the virtual visit must be within view of the camera so the psychologist is aware of who is participating.
- 所有參與視訊會議的人皆需要被納入攝影機可視範圍內，因此心理師可以明確知曉此次晤談所有參與的人。
- Confirm that nobody will record the session without permission.
- 確認在無事前同意的狀況下，沒有人在此晤談中錄音或錄影。
- Turn off all apps and notifications on your computer or smartphone. Ask patient to do the same.
- 請關閉所有您電腦或手機上的 APP 及其推送通知。也請要求案主這樣做。
- Conduct the session mostly like you would an in-person session. Be yourself.
- 請儘可能在遠距晤談中如面對面晤談般提供您的專業服務。自在做自己。