



HELPING HANDS



What is telehealth?

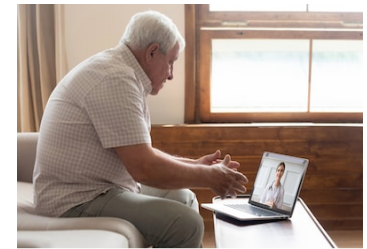
(excerpts from SAMHSA.gov)

Telehealth is the use of digital information and communication technologies, such as computers and mobile devices, to access health care services remotely and manage your health care. These may be technologies you use from home or that your doctor uses to improve or support health care services.

The potential of telehealth

Technology has the potential to improve the quality of health care and to make it accessible to more people. Telehealth may provide opportunities to make health care including mental health and substance abuse treatment more efficient, better coordinated and closer to home.

Research about telehealth is still relatively new, but it's growing. For example, a 2016 review of studies found that both telephone-based support and telemonitoring of vital signs of people with heart failure reduced the risk of death and hospitalization for heart failure and improved quality of life.



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The limitations of telehealth

While telehealth has potential for better coordinated care, it also runs the risk of fragmenting health care. Fragmented care may lead to gaps in care, overuse of medical care, inappropriate use of medications, or unnecessary or overlapping care.

The potential benefits of telehealth services may be limited by other factors, such as the ability to pay for them. Insurance reimbursement for telehealth still varies by state and type of insurance. Also, some people who would benefit most from improved access to care may be limited because of regional internet availability or the cost of mobile devices.

Telepsychology or telemental health: (definition) - The provision of behavioral and/or mental health care services using technological modalities in lieu of, or in addition to, traditional face-to-face methods. It is the provision of therapy using the phone, diagnostic interviewing via video teleconferencing, electronic use of applications to track mood states and consultations through electronic methods.

Why would I want to use telepsychology?

- Increased access to therapy for individuals with physical, medical and/or mobility disabilities.
- Increased access to mental health, substance abuse and disability specialists regardless of geographic area.
- Increased access to services in areas with few mental health resources.
- Increased access to psychologists with disability training and experience.
- Access to therapy in native language (e.g., American sign language).
- Increased access to therapy for individuals who may have difficulty attending therapy on-site (e.g., those with post-traumatic stress disorder or agoraphobia).
- More time to collect information about thoughts, feelings and behaviors outside of the sessions.
- Flexible scheduling.

Your IAM EAP Representative listed on page 2 can help – the call is free and confidential

What do Telepsychiatry & Teletherapy Require?

(excerpts from psychbc.com)

For your appointment, you will need to have access to a private place and a computer/tablet/smart phone with a camera and high-speed internet. All you have to do is be on your device and logged on at the time of your appointment.

Is Telepsychiatry & Teletherapy Secure? Your provider should ensure the interaction between the patient and psychiatrist/therapist is completely secure and HIPAA compliant. The teleconferencing software encrypts all forms of data, including video and audio.

Telepsychiatry & teletherapy provides the patient with benefits that may lead to better care. This form of treatment can eliminate your commute time and lead to less stress. If you are usually seen in the office but are sick or traveling, teletherapy allows you to keep your appointment without interrupting your care.

What to ask about telepsychology:

- Will it work for me? Do I have the technology? Can I access the technology? Do I feel comfortable using technology to receive services?
- Will I feel connected to my psychologist?
- Will using telehealth make me feel more isolated?
- Am I comfortable receiving services if I cannot see and/or hear my psychologist?

Your EAP representative listed below can help you make a good decision about telehealth choices



The heart and soul of the District 141 Employee Assistance Program is the local lodge EAP peer coordinator. These dedicated men and women volunteer their personal time to assist other union members and their families who are experiencing personal difficulties. EAP peer coordinators do not make clinical diagnoses or clinical evaluations, however, they are trained to make a basic assessment of your situation and refer you to an appropriate resource for a more detailed evaluation. EAP peer coordinators will follow up to ensure you have been able to access services that addressed the difficulty you were experiencing.

American Airlines CLT IAM EAP Coordinators

Kenny Geis 704-770-5069, E-mail: Kenneth.geis@aa.com
Phillip Skaar 704-650-3401, E-mail: phillipskaar@aol.com

IAM EAP Director, District 142 Paul Shultz 704-907-3563
E-mail: pmschultz@att.net

Sources for Credible Outbreak- Related Health Information

Centers for Disease Control and Prevention

1600 Clifton Road
Atlanta, GA 30329-4027 1-800-
CDC-INFO (1-800-232-4636)
<https://www.cdc.gov>

World Health Organization

Regional Office for the Americas
of the World Health Organization
525 23rd Street, NW
Washington, DC 20037

202-974-3000
<http://www.who.int/en>