

Appendix D: Characteristics of included studies

Author and year	Title of Document	Country	Setting	Study description	Provider type	Quadruple Aim 1 ('Improving patient experience')	Quadruple Aim 2 ('Improving population health')	Quadruple Aim 3 ('Reducing costs')	Quadruple Aim 4 ('Improving provider satisfaction')
Abraham, A.; Jithesh, A.; Doraiswamy, S.; Al-Khawaga, N.; Mamtani, R.; Cheema, S (2021)	Telemental Health Use in the COVID-19 Pandemic: A Scoping Review and Evidence Gap Mapping	"International"	Virtual mental health care environment	Scoping review describing the scope and domains of telemental health during the COVID-19 pandemic from the published literature and discussing associated challenges	Psychologists, psychiatrists	Authors wish for provides to prepare patients, for the telemental health experience. Telemental health sessions should last for reasonable lengths of time, with a periodic break, if needed, and patients should be empowered and an equal partner in their own care.	Health service providers and policy makers must both recognize and advocate to reduce health disparities	Ensure patients are aware of billing and insurance policies up front. Insurance providers should expand coverage for telemental health	Staff should receive appropriate training and practice, adopt empathetic and personalized communications styles and properly consult patients for consent.
Adams, S. M.; Rice, M. J.; Jones, S. L.; Herzog, E.; Mackenzie, L. J.; Oleck, L. G. (2018)	TeleMental Health: Standards, Reimbursement, and Interstate Practice	United States	Virtual mental healthcare environment	Literature review about telemental health guidelines, specifically related to 'interstate' practices (where provider is in one state and the client is in another one)	Psychologists, psychiatrists, advanced practice registered nurses, social workers, mental health nurse practitioners	Important considerations for patients include clients' personal information secure, does the technology used by provider ensure client confidentiality, is the provider licensed in the patient's state, are there any limitations to the use of a Telehealth Service with this provider.	N/A	N/A	Providers should have professional liability coverage (i.e., malpractice insurance and note that multiple billing codes, documentation standards, reimbursement schedules, and patient or provider location restrictions create a billing landscape that is difficult to navigate.
Barnett, Jeffrey E.; Kolmes, Keely (2016)	The practice of tele-mental health: Ethical, legal, and clinical issues for practitioners	United States	Virtual mental health care environment	In order to address ethical, legal, and clinical difficulties, the study looks at how technology might be integrated into clinical services, particularly tele-mental health, for the benefit of practitioners and clients. It	N/A	It is important to research resources in each client's local area and to provide the client with recommended resources to contact if experiencing a crisis that cannot be addressed through tele-mental health	The practice of telemental health can help clients obtain needed services to which they might not otherwise have access. In a rural state with so many individuals not having easy access to in-person mental health treatment, the practice of tele-mental health may be of great benefit to them	N/A	Clinicians need to be aware of appropriate billing codes for telemental health services so that they are not inadvertently engaging in insurance fraud by billing these services the same as face-to-face services -anticipated response time to electronic communications by the client

				also offers recommendations.					should be shared and agreed to -It is each clinician's responsibility to research any applicable licensing laws and regulations prior to providing professional services in those jurisdictions
Batastini, A. B.; Jones, A. C. T.; Lester, M. E.; Davis, R. M. (2020)	Initiation of a multidisciplinary telemental health clinic for rural justice-involved populations: Rationale, recommendations, and lessons learned	United States	Telemental health clinic serving prison inmates	In order to reduce criminogenic and psychiatric risks, this study presents a case of establishing a virtual telemental health clinic in a rural Mississippi county. It then analyses the use of videoconferencing technology (VCT) in mental healthcare for justice-involved populations, offers recommendations for community partnerships, operational procedures, and evidence-based interventions.	Clinicians	N/A	N/A	One multistate survey of telepsychiatry visits in correctional facilities found between \$12,000 and \$1-million-dollar cost savings following the implementation of remote programs.	N/A
Chipps, J.; Ramlall, S.; Mars, M. (2012)	Practice guidelines for videoconference-based telepsychiatry in South Africa	South Africa	Telepsychiatry-providing institutions	This study looks at telepsychiatry as a commonly used form of telemedicine, emphasizing the need for guidelines to ensure safe	Primary care mental health practitioner	Sensory deficits, especially visual and auditory, can impair the ability to interact over a videoconference connection. The inclusion of family members should be undertaken as	N/A	N/A	The comfort of the mental health professionals who perform consultations should be considered to prevent fatigue and vision problems from

				and effective therapeutic use, especially for vulnerable groups.		clinically appropriate and with the permission of the MHCU.			prolonged/increased computer interactions.
Crowe, Teresa V. (2017)	Is telemental health services a viable alternative to traditional psychotherapy for deaf individuals?	United States	Clinics providing virtual mental health care to deaf patients	This study looks into the viewpoints of 422 deaf people on telemental health services, emphasising its potential as a viable choice for getting mental health treatment and providing accessible and equitable healthcare options.	Mental health providers	Patients frequently reported that they would use virtual mental health services, if these services were available to them. Factors contributing to willingness to use virtual mental health care were: barriers experienced from accessing services in-person (e.g. long wait times for interpreters, poor communication between providers who did not know ASL and patients, etc.)	Authors suggest that virtual mental health services can help provide service that is culturally and linguistically appropriate for deaf populations in the US.	Financial barriers may be alleviated should insurance companies offer more financial compensation for mental health services. In addition, virtual mental health services should focus on being 'far-reaching' as basing there are not enough deaf people per capita to support services aimed at them. Hence, virtual mental health care may stem this gap in services, especially to those living rurally	N/A
de Siqueira Rotenberg, L.; Nascimento, C.; Cohab Khafif, T.; Silva Dias, R.; Lafer, B. (2020)	Psychological therapies and psychoeducational recommendations for bipolar disorder treatment during COVID-19 pandemic	Brazil	Clinics providing virtual mental health care to patients with bipolar disorder	The study explores psychological therapy approaches and psychoeducational recommendations for the management of bipolar disorder specifically during the COVID-19 pandemic.	Healthcare professionals (e.g. nurses, psychologists, doctors)	Patient experience is improved by easy access to clinicians, availability of online, social and psychological support	Telehealth provides psychological and social online support for patients. Healthcare professionals should unite to reinforce prescription of psychological therapies, review psychoeducation, and reinforce healthy living behaviors for BPD	N/A	N/A
de Weger, E.; MacInnes, D.; Enser, J.; Francis, S.; Jones, F.	Implementing video conferencing in mental health practice	United Kingdom	Mental health sector	This paper presents an overview of the evidence base on video	Health care provider	Staff and service users should meet/discuss prior to implementation whether there are gaps in the overall service of	Face-to-face virtual mental health services suitable for routine outpatient assessments.	N/A	Training sessions relating to VC best practice guidelines and

(2013)				conferencing (VC) in mental health, based on a literature review and the authors' implementation experience. The paper also discusses challenges that may arise during VC implementation in a mental health context, highlighting the importance of cultural change for staff acceptance.		the provider and whether VC (or other ehealth applications) could fill these gaps. Healthcare professionals should increase flexibility and availability for scheduling sessions/appointments with patients, while interacting with patients in new and flexible ways.	cognitive assessments, forensic services may be able to help provide services to those who may not be able to attend these services in-person, such as those currently imprisoned.		even role-playing sessions may be helpful for staff. Determine what support staff and service users would need in order to feel comfortable with the technology; whether staff and service users feel it would improve the care provided
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Drum, Katherine B.; Littleton, Heather L. (2014)	Therapeutic Boundaries in Telepsychology: Unique Issues and Best Practice Recommendations	United States	Virtual mental health care environment	This paper explores the importance of maintaining therapeutic boundaries in telepsychology, providing best practice recommendations to ensure ethical and effective treatment in this evolving service delivery context.	Clinicians	N/A	N/A	N/A	Virtual mental health service should not lead to inappropriately casual interactions between providers and clientele. There should be clear markers to the beginning and end of therapeutic appointments, and these should be scheduled ahead of time and kept within business hours. Providers should avoid interacting with patients virtually in public settings. They should also keep backgrounds consistent during video calls to avoid confidentiality concerns and avoid 'friending' patients on social media.
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Duane, J. N.; Blanch-Hartigan, D.; Sanders, J. J.; Caponigro, E.; Robicheaux, E.; Bernard, B.; Podolski, M.; Ericson, J. (2022)	Environmental Considerations for Effective Telehealth Encounters: A Narrative Review and Implications for Best Practice	United States	Virtual mental health care environment	This study conducts a narrative review to explore environmental factors influencing video-based clinician-patient telehealth communication, providing guidance for clinical practice and future research to enhance patient experience and outcomes in telehealth visits.	Clinicians	Communication within digital (e.g., telehealth) environments can be adversely impacted when nonverbal cues that are available during face-to-face interaction are reduced or degraded. Nonverbal cues include: immediacy, the "closeness" of individuals (e.g., as specified by body orientation, and eye contact); relaxation, or the tension evident through pose and posture); and responsiveness (e.g., facial expressions, voice inflection).	N/A	N/A	N/A
Goldin, Deana; Maltseva, Tatayana; Scaccianoce, Monica; Brenes, Francisco (2021)	Cultural and Practical Implications for Psychiatric Telehealth Services: A Response to COVID-19	United States	Virtual mental health care environment	The paper provides an overview of the growing utilization of telehealth for mental health services during the COVID-19 pandemic, focusing on culturally appropriate practice strategies and promoting client-provider engagement.	Healthcare practitioners	For telehealth to be effective and achieve its full potential, it must include safe, effective, client-centered, timely, efficient, and equitable care. Factors to consider during remote mental visits includes risk assessment, level of supervision, appraisal of symptom severity, cognitive capacity, evaluation of medical comorbidities requiring in-person examinations, and a review of prior history of treatment compliance, substance abuse, and self-injurious behaviors. In, availability of necessary technology is critical to consider considerations when screening clients.	Telehealth may improve access to psychiatric services for patients who live in rural areas/ lack ability to access public transportation.	Telemedicine more cost-effective for patients because productivity is increased as time and money spent to try and attend an appointment is lowered.	N/A

Gorenko, Julie A.; Moran, Chelsea; Flynn, Michelle; Dobson, Keith; Konnert, Candace (2021)	Social Isolation and Psychological Distress Among Older Adults Related to COVID-19: A Narrative Review of Remotely-Delivered Interventions and Recommendations	United States	Virtual mental health care for seniors	This narrative review highlights the negative impacts of the COVID-19 pandemic on older adults' well-being and provides an overview of remotely-delivered interventions targeting loneliness and psychological symptoms, along with recommendations to overcome implementation barriers.	Clinicians	Ensure clients are actively engaged in interventions; otherwise, clinicians risk worsening their symptoms. Clinicians should also be flexible when implementing psychological interventions in this demographic. Clinicians may also want to consider peer-support -including interventions for patients struggling with depression. Clients should be actively engaged in interventions	N/A	Interventions involving peer support for senior patients with depression typically require less clinician time, reducing per capita health care costs.	N/A
Grosch, M. C.; Gottlieb, M. C.; Cullum, C. M. (2011)	Initial practice recommendations for tele-neuropsychology	Canada and the United States	Virtual neuropsychological care environment	This addresses the need for guidelines in the ethical practice and utilization of telemedicine, specifically in the context of telecognitive assessment and teleneuropsychology, providing practical and ethical considerations and initial practice recommendations.	Neuropsychologists	Use appropriate volume levels on a call, make sure the camera is facing the provider at a decent angle. The provider also needs to ensure that technical specifications are up to par.	Virtual care can be offered to individuals that would not otherwise have access, such as people living in rural settings, those with insufficient healthcare resources in their community, disabled individuals with limited mobility, service members deployed to remote settings, victims of natural disasters, etc.	N/A	Neuropsychologists should be trained in providing virtual care prior to deploying it in their practice. They should also follow current standards.
Haydon, Helen M.; Smith, Anthony C.; Snoswell, Centaine L.; Thomas, Emma E.; Caffery, Liam J. (2021)	Addressing concerns and adapting psychological techniques for videoconsultations: a practical guide	Australia	Virtual mental health care environment	This provides practical recommendations for psychologists transitioning to telepsychology services during the COVID-19 pandemic, addressing	Clinicians	Clinicians should discuss whether to do telepsychology with patients, while asking for their opinions.	There is "substantial evidence" regarding the efficacy of telepsychology, particularly for PTSD, eating disorders, anxiety, depression. Less research is available regarding addictive behaviors. Telepsychology will	N/A	N/A

				concerns and optimizing effectiveness			also be useful in delivering care to hard-to-reach or underserved populations		
Hilty, Donald M.; Sunderji, Nadiya; Suo, Shannon; Chan, Steven; McCarron, Robert M. (2023)	Telepsychiatry and other technologies for integrated care: evidence base, best practice models and competencies	United States	Virtual mental health care environment	It examines the evidence base for various telehealth technologies, including telepsychiatry, and their effectiveness in integrated care, highlighting the importance of clinician competencies and patient-centered approaches.	Primary care providers and telepsychiatrists	Patients and providers may be able to work together to both gather data on a particular health-related behaviour or metric and track that data in an app over time.	Generally, telepsychology well-received by patients and caregivers in low, medium and high intensity models of primary care. Best used within disease management and collaborative care models	Vide Conferencing is cheaper than in-person. Non-video online communication (e.g. telephone/email consults) is cheaper than video conferencing and occasionally more appropriate for patient interactions. Telepsychiatry also cuts down on no-show appointments, saving healthcare system money	Providers can work together within collaborative care models using telepsychiatry (TP). Training should also be available for integrating TP with other clinical practices.
Johnson, Gerald R. (2014)	Toward Uniform Competency Standards in Telepsychology: A Proposed Framework for Canadian Psychologists	Canada	Virtual mental health care environment	This paper examines the evolving competence requirements for Canadian psychologists practicing telepsychology and proposes using existing frameworks as a foundation for uniform competency standards.	Psychologists	Psychologists should ensure solid understanding of professional relationships in the contexts of: interpersonal relationships, power relationships, etc. to adequately deliver care to clients. For example, psychologists should be aiming to reduce crisis-induced stress and increase client functioning. They also need to evaluate patients correctly, perform proper assessments, and correctly prescribe interventions and consultations, both in-person and online.	Development of telepsychological standards of care may help limit uncensored virtual 'psychologists' delivering improper or incorrect psychological care to patients.	N/A	Current psychological standards vary heavily province-to-province. This article recommends having providers complete supervised online counseling training, so that they may have the specialized skills, knowledge, resources, etc. to deliver virtual psychological care. This training would ensure that psychologists have the correct competencies to deliver virtual care to patients
Joint Task Force for the Development	Guidelines for the practice of telepsychology	United States	Virtual mental	These guidelines provide	Psychologists	Psychologists should ensure that ethical and professional standards	N/A	N/A	Psychologists should get training on how to

of Telepsychology Guidelines for Psychologists (2013)			health care environment	education and guidance for psychologists practicing telepsychology, addressing the unique opportunities, considerations, and challenges associated with the use of telecommunication technologies in psychological service provision.		are maintained throughout telepsychology services they provide. Technology offers the opportunity to increase client/patient access to psychological services. Service recipients limited by geographic location, medical condition, psychiatric diagnosis, financial constraint, or other barriers may gain access to high-quality psychological services through the use of technology. Psychologists should thoroughly consider the most appropriate form of virtual modality and use for each individual client. They should also consider client preference.			provide services virtually, and be able to access resources that will help them deliver this care. In-person virtual training is strongly recommended. Psychologists are encouraged to be familiar with and comply with all relevant laws and regulations when providing telepsychology services to clients/ patients across jurisdictional and international borders.
Krzystanek, M.; Matuszczyk, M.; Krupka-Matuszczyk, I.; Kozmin-Burzynska, A.; Segiet, S.; Przybylo, J. (2020)	Letter to Editor. Polish recommendations for conducting online visits in psychiatric care	Poland	Virtual mental health care environment	It highlights the use of new technologies for remote care, such as tele-visits, and provides recommendations for conducting online visits in psychiatric care. The paper emphasizes the need for reliable patient identification and suggests using video communicators for remote visits to ensure a comprehensive assessment of the patient's mental state.	Doctors, psychologist, psychotherapists, addiction therapists	N/A	N/A	In Poland, virtual care visits are billed equivalently to in-person care visits. However, they cannot replace in-person medical or psychological examinations	A doctor, psychotherapist or psychologist may want to identify a patient, so the patient should have a photo ID.

Liem, A.; Sit, H. F.; Arjadi, R.; Patel, A. R.; Elhai, J. D.; Hall, B. J. (2020)	Ethical standards for telemental health must be maintained during the COVID-19 pandemic	Asia (did not narrow down to specific country or countries)	Virtual mental health care environment	The paper underscores the need for clinicians to ensure confidentiality, develop competency in online interventions, comply with regulations, obtain informed consent, and plan for contingencies.	Psychiatric service providers	Providers should be respectful of patient agency where possible and provide care ethically to patients	Telemental health is also a strategy to close the global mental health treatment gap, especially within low- and middle-income countries. However, many mental health care providers are insufficiently trained/prepared to give virtual mental health care during the COVID-19 pandemic.	N/A	Providers should keep themselves aware of changing guidelines, etc. related to both psychiatric treatment and virtual delivery of care.
Luxton, David D.; O'Brien, Karen; Pruitt, Larry D.; Johnson, Kristine; Kramer, Gregory (2014)	Suicide Risk Management During Clinical Telepractice	United States	Providing virtual mental health services for suicidal military personnel and veterans	This discusses the implementation of procedures for assessing and managing suicide risk in a clinical trial comparing in-office and home-based telehealth treatment for depressed military service members and veterans. The safety protocol is adapted from best practices and guidelines, with a discussion on other safety issues in telepractice.	Mental health clinicians	This article aimed to determine whether home-based telemental health in military settings could be done feasibly, safely and effectively to inform policy for broader implementation of home-based treatments. Safety plans and care were developed with patients. The authors identified a support person who can assist in an emergency	It is important to tailor safety plans to the specific situations that may be encountered, particularly if patients are located in another geographical or jurisdictional area. Virtual suicide mental health services may be useful in reaching clients living outside of regular jurisdictions.	N/A	N/A
Luxton, David D.; Pruitt, Larry D.; Osenbach, Janyce E. (2014)	Best Practices for Remote Psychological Assessment via Telehealth Technologies	United States	Virtual mental health care environment	This paper examines the impact of telehealth technologies on the validity and reliability of remote psychological assessments. It discusses factors such as physical	Clinicians	It is important to consider potential cognitive and/or sensory deficits that patients may have that could impair their ability to use telehealth technology. Telehealth-based assessments allow practitioners to conveniently monitor symptoms and other	Virtual psychological services may provide populations with more convenient care that may not have been easily accessible otherwise. VTC also considered to be satisfying among patients using it for several reasons including convenience and a	N/A	N/A

				presence, technological issues, patient/provider acceptance, and procedural considerations. The review also includes psychometric data, limitations, and considerations related to culture, ethics, and safety.		health variables between in-person or telehealth treatment sessions. Further, telehealth-based psychological assessment may improve care satisfaction and overall health outcomes by providing services that are specialized for the patient's needs. Videoconferencing should make use of things like camera angles, screen size, etc. that may inhibit/facilitate monitoring of these behaviors.	greater sense of control over sessions.		
Luxton, D. D.; O'Brien, K.; McCann, R. A.; Mishkind, M. C. (2014)	Home-based telemental healthcare safety planning: what you need to know	United States of America	Virtual mental health care environment	This article highlights safety considerations in home-based telemental health (TMH) care and provides recommendations for safety planning. Topics include state requirements, appropriateness, technology, emergency management, and TMH policy.	Clinician	The appropriateness of TMH care should be based on the needs of the patient as well as the comfort level of the clinician. It is also important to have a back-up plan if the video connection is lost. Alternate contact methods, such as by telephone, are necessary to maintain a connection between the patient. The observation of nonverbal behaviors, such as gestures, posture, and facial expressions, are important for clinicians to observe during psychological assessment and treatment because nonverbal behaviors can provide valuable clinical information that is not expressed with words alone	Clinicians' goal should be to reduce and prevent adverse reactions/events experienced by patients who partake in care services, often through procedures such as risk *e.g. suicide) monitoring, establishment of safety protocols, etc. Providers should also determine appropriateness of virtual care for each client	N/A	Familiarity with civil commitment requirements as well as duty to warn/protect (both statutory and case law requirements) is also important for TMH safety planning. It is recommended that TMH clinicians become familiar with the guidelines and ethics codes of their respective professional organizations. Verification of patient location is not only important for planning for the dispatch of emergency services, but also for clinician awareness of state licensure requirements. 5 Local collaborators can also provide TMH clinicians with an additional mechanism for

									contacting patients if a connection becomes lost, provide on-site technical assistance, and when appropriate, provide support to a patient during emergency situations.
McCord, Carly; Bernhard, Paula; Walsh, McKay; Rosner, Christine; Console, Katie (2020)	A consolidated model for telepsychology practice	United States	Virtual mental health care environment	This paper reviews available telepsychology guidelines, identifies commonalities, and presents a consolidated model of core practice domains. Telepsychology has potential benefits but practitioners face challenges. The model can inform competencies and practice development.	Psychologists	Clinicians should know how their sessions are protected through encryption and the location of private information even when disposed. Then, fully inform the clients about security issues. Clearly explain how their digital health information will be protected and kept from any outside interference during the course of telephone, video, email, or text-based therapeutic services	N/A	Compromised mental healthcare costs \$300 billion USD per year	Psychologists should be able to verify the identity of the client (or the decision-maker if the client lacks the capacity to consent to the services) and also make it possible for clients to verify the identity and credentials of the psychologist. Billing is another important administrative skill, and should be outlined plans for financial arrangements, etc.
Palomares, Ronald S.; Bufka, Lynn F.; Baker, Deborah C. (2016)	Critical Concerns When Incorporating Telepractice in Outpatient Settings and Private Practice	United States	Virtual mental health care environment	This addresses the importance of staying up-to-date with technology in healthcare practice and provides considerations for evaluating and implementing technology in outpatient settings.	Mental health practitioners	Practitioners should first evaluate how and where they should add (or remove) technology into their care routine for a given client. They should also plan with patients what steps should happen if, during a remote call for example, the patient was deemed dangerous either to themselves or to others.	Telepractice has various uses within service provision. For example, it can be used as ancillary to in-person services (e.g. an online psychoeducational model following an in-person visit), directly for services (e.g. videoconferencing an appointment) telephone or email to schedule appointments).	N/A	N/A
Pompeo-Fargnoli, Alyson; Lapa, Amanda;	Telemental health and student veterans: A practice perspective	United States	Virtual mental health care for student veterans	This study explores how telemental health can address the	Counsellors	New therapies are being developed that can be used to help treat student veterans. These include: avatar	Student veterans as a group are at high risk of developing mental illnesses like PTSD, depression,	N/A	N/A

Pellegrino, Courtne (2020)	through voices from the field			unique mental health needs of student veterans, considering stigma and accessibility. It discusses various technologies used and includes expert recommendations and ethical considerations.		therapy, which creates virtual environments and client and provider characters, gamification, which uses game-like features, such as progress bars/ goal setting/point systems/badges/etc. to increase client's motivation to complete health-related goals, videoconferencing, and SMS messaging.	anxiety, etc. from their time in the military. As they move to reintegrate themselves into society, and adjust to student life, they may need additional support from counsellors compared to non-veteran students. Barriers to accessing this care include stigma surrounding mental health. Researchers hope that virtual options of care may reduce the impact mental health-related stigma has among student veterans and making it easier to access care.		
Rabe, M. (2022)	Telehealth in South Africa: A guide for healthcare practitioners in primary care	South Africa	Virtual mental health care environment	This study discusses the increasing use of telehealth in clinical practice, particularly during the COVID-19 pandemic, and provides guidelines for healthcare practitioners in South Africa to conduct safe and effective telehealth consultations.	Healthcare practitioners	It is advised that telehealth consultations should occur between HCPs and patients only when they had established professional relationship.	N/A	N/A	N/A
Sabin, James E.; Skimming, Kathryn (2015)	A framework of ethics for telepsychiatry practice	International	Virtual mental health care environment	This review explores the ethical challenges faced by psychiatrists providing telepsychiatric services and emphasizes the need to address these challenges to ensure	Psychiatrists	N/A	Telepsychiatry allows for more patients to access care that may otherwise go unserved.	N/A	N/A

				competent and ethical care in telemedicine.					
Saeed, Sy Ateaz; Pastis, Irene (2018)	Using Telehealth to Enhance Access to Evidence-Based Care	Canada	Virtual mental health care environment	The paper emphasizes the potential of telepsychiatry in reducing geographic and socioeconomic disparities, enhancing coordination of care, and decreasing stigma associated with receiving mental health services.	Psychologists	Virtual care may be hampered by factors like age, sex, gender, education level, English proficiency, etc. which may impact someone's ability to access and use the technology required for virtual care.	The use of telepsychiatry to provide mental health services has the potential to solve the provider shortage problem that directly affects access to care. Telepsychiatry is not only effective and well accepted; it can also increase administrative efficiency.	N/A	N/A
Sasangohar, F.; Bradshaw, M. R.; Carlson, M. M.; Flack, J. N.; Fowler, J. C.; Freeland, D.; Head, J.; Marder, K.; Orme, W.; Weinstein, B.; Kolman, J. M.; Kash, B.; Madan, A. (2020)	Adapting an outpatient psychiatric clinic to telehealth during the COVID-19 pandemic: A practice perspective	United States	Psychiatric care clinic	This study examines the implementation of telepsychiatry during the COVID-19 pandemic, discussing its strengths, challenges, and recommendations for improved clinical practices.	Health care workers	Facility used many different platforms and modalities to meet patient needs (e.g. FaceTime, EHR, email, telephone, text, Microsoft Teams). Providers need to prepare backup plans and technologies in case first set of technologies used fails	While telehealth may be able to mold to fit the schedules and lives of different patients, differences in household incomes may determine the type of technology available	N/A	There was an increased need for communication between providers- staff should prepare for new changes in communication dynamics. Incorporating reflective time into/ between appointments is important. Incorporate as many demarcations of work vs home space as needed to and be disciplined to adhere to schedule work times (i.e. don't go over)
Shore, Jay H. (2019)	Best Practices in Tele-Teaming: Managing Virtual Teams in the Delivery of Care in Telepsychiatry	United States	Virtual mental health care environment	This review focuses on the management of virtual teams in team-based telepsychiatry services. The article synthesizes findings from	Psychiatrists	Patients with traumatic experiences may feel more safe receiving care in a virtual environment	Telepsychiatry can be done using teams of staff and can be deployed onto different patient populations, such as prison populations	Telepsychiatry associated with reduced health care costs per capita because patients with mental health diagnoses "receive better targeted care	Have clearly defined processes for team communications and interaction. Keep iterative approaches and assign roles and responsibilities.

				psychology and business literature to provide recommendations for psychiatrists involved in team-based telepsychiatry.				and experience decreased hospitalizations and increased compliance	Have robust yet egalitarian leadership.
Shore, J. H.; Yellowlees, P.; Caudill, R.; Johnston, B.; Turvey, C.; Mishkind, M.; Krupinski, E.; Myers, K.; Shore, P.; Kaftarian, E.; Hilty, D. (2018)	Best Practices in Videoconferencing-Based Telemental Health April 2018	United States	Virtual mental health care environment	This article consolidates guidance from ATA and APA on telemental health, emphasizing its effectiveness and providing recommendations for safe and effective implementation based on expert consensus and research evidence	Healthcare practitioners	Providers should conduct telehealth needs assessment before initiating service; these assessments should include: program overview statement, services to be delivered, proposed patient population, provider resources, technology needs, staffing needs, quality and safety protocols, business and regulatory processes, space requirements, training needs, evaluation plan, and sustainability	N/A	N/A	Providers should comply with state licensure laws, and follow regulations regarding scope of practice, prescribing, etc.
Smith, K.; Ostinelli, E.; Macdonald, O.; Cipriani, A. (2020)	COVID-19 and telepsychiatry: Development of evidence-based guidance for clinicians	United Kingdom and United States	Virtual mental health care environment	This paper provides a comprehensive synthesis of guidance on telepsychiatry during the COVID-19 pandemic, addressing various clinical questions and practical considerations. It highlights the need for cultural change and a hybrid approach combining telepsychiatry with other technologies for successful implementation	Clinician	They should prepare patients with relevant information before consultation, discuss emergency plans with patient and document appropriately post-session.	N/A	N/A	Before consultations, providers should consult relevant guidelines, consider information governance.

				in mental healthcare.					
Stoll, J.; Muller, J. A.; Trachsel, M. (2020)	Ethical Issues in Online Psychotherapy: A Narrative Review	N/A	Virtual mental health care environment	This comprehensive review examines the ethical arguments for and against online psychotherapy, highlighting key factors such as increased access, privacy concerns, therapist competence, and research gaps. The findings aim to inform practitioners, enhance ethical guidelines, and stimulate further discussion in this growing field.	Therapist	Online therapy may lead to better and more immediate care for patients, while possibly allowing for increased frequency of appointments between caregiver and patient. Online psychotherapy can be used either as an alternative to in-person treatment, or alongside in-person treatment. It may also protect patient's anonymity as they won't be seen entering/exiting offices	Online psychotherapy may increase and better access to health care services for people previously underserved, e.g. those living in remote/rural areas/ with mobility challenges, etc., with greater flexibility	Online psychotherapy found to be more cost-efficient compared to in-person appointments, because one therapist can reach more patients.	Online psychotherapy more convenient and comfortable to patients and therapists alike and allows for more flexibility with respect to location. It is also easier to create records/ transcripts of appointments with virtual methods, allowing for greater accountability and use of materials for supervision/teaching
Summer, G.; Adelman, D. S.; Fant, C. (2021)	COVID-19 and telehealth: How to complete a successful telehealth visit	United States	Virtual mental health care environment	This article examines patient and provider dynamics in telehealth using the Four Habits Model, based on real-life telehealth experiences.	Nurse practitioners	NPs should quickly establish rapport, explore patients concerns and deliberately use beginning few minutes of conversation to "design the visit" through visual/ non-verbal cues. Assess how patients understand/feel their illness, what patients	N/A	N/A	N/A

						hope to get out of visit and ascertain what impact the illness has on patient. Display empathy and 'invest' in the end: deliver diagnostic info using patient's earlier words where possible, provide education and joint-decision making, and close the visit while alluding to the next visit			
Turvey, C.; Coleman, M.; Dennison, O.; Drude, K.; Goldenson, M.; Hirsch, P.; Jueneeman, R.; Kramer, G. M.; Luxton, D. D.; Maheu, M. M.; Malik, T. S.; Mishkind, M. C.; Rabinowitz, T.; Roberts, L. J.; Sheeran, T.; Shore, J. H.; Shore, P.; Van Heeswyk, F.; Wregglesworth, B.; Yellowlees, P.; Zucker, M. L.; Krupinski, E. A.; Bernard, J. (2013)	ATA practice guidelines for video-based online mental health services	United States	Virtual mental health care environment	This paper provides clinical, technical, and administrative guidelines for internet-based telemental health, covering various aspects such as patient appropriateness, informed consent, communication and privacy.	Mental health providers	Assess patient appropriateness for virtual care via videoconferencing, etc. Let patients set up calls by themselves, Review changes in side effects	N/A	N/A	Professionals should review discipline definitions of 'competence' in their jurisdiction and know well local laws regarding involuntary mental health hospitalizations
Van Daele, Tom; Karekla, Maria; Kassianos, Angelos P.; Compare, Angelo; Haddouk, Lise; Salgado, João; Ebert, David D.; Trebbi, Glauco; Bernaerts, Sylvie; Van	Recommendations for policy and practice of telepsychotherapy and e-mental health in Europe and beyond	Europe (unspecified)	Virtual mental health care environment	Addresses the increased need for telepsychotherapy during the COVID-19. It focuses on utilizing technology in psychotherapeutic practice, integrating e-mental health into the healthcare	Psychotherapist	Psychotherapists should acknowledge reluctances to switch to virtual care services. Be extra cautious towards youth/ people with intellectual disabilities who are using e-mental health, to ensure that they are still receiving adequate care even if care is no longer in person. Tailor treatments to patients	N/A	N/A	Providers should implement strong boundaries to ensure healthy work life balance. they should also make sure that they're only working within their jurisdiction

Assche, Eva; De Witte, Nele A. J. (2020)				system, and developing e-mental health applications.					
Webb, C.; Orwig, J. (2015)	Expanding our Reach: Telehealth and Licensure Implications for Psychologists	United States	Virtual mental health care environment	This article examines the background and history of the ASPPB's Principles and Standards for Telepsychology, describing their application and coordination with APA guidelines.	Psychologists	Providers providing virtual psychology services will be held to same standards as those providing in-person services. Psychologists will consult with patients regarding any technical difficulties. They will also verify identities	N/A	N/A	N/A
Xiang, Y. T.; Zhao, N.; Zhao, Y. J.; Liu, Z.; Zhang, Q.; Feng, Y.; Yan, X. N.; Cheung, T.; Ng, C. H. (2020)	An overview of the expert consensus on the mental health treatment and services for major psychiatric disorders during COVID-19 outbreak: China's experiences	China	Virtual mental health care recommendations for providers during COVID-19 outbreaks	This review summarizes expert consensus on mental health treatment for severe psychiatric disorders during the COVID-19 outbreak in China. It provides guidance for psychiatric services and internet-based mental health services during the pandemic, which may be relevant to other countries.	Doctors	N/A	Patients with mental health concerns may be struggling to take care of themselves in the pandemic	N/A	Provide regular training on COVID-19 diagnosis for hospital staff. Strictly adhere to rules and regulations regarding Covid-19
Yellowlees, P.; Shore, J.; Roberts, L.	Practice guidelines for videoconferencing-based telemental health - October 2009	United States	Virtual mental health care environment	This study explores the applications of telemedicine in the field of telemental health, including clinical assessments, emergency evaluations, case management,	Physician	Patients should have sufficient technological competency to navigate computer applications and websites, share information/files/documents, send messages, etc.	N/A	N/A	Providers should be aware of potential legal issues

				clinical supervision, distance learning, research, and administrative services. Guidelines for the practice of telemental health, addressing standard operating procedures, and clinical specifications.					
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