

Supplemental material for online publication only  
**TELEPSYCHOLOGY COMPETENCY RATING SCALE**

**INSTRUCTIONS:** For the following set of ratings, please continue to reflect on your training experiences in telepsychology (across modalities and settings) during your time in your graduate program. For each domain of telepsychology practice described below, you will provide a rating of your self-perceived level of current competence (from “none” to “expert”) for a number of areas in that domain. General definitions for the rating levels are as follows:

None = no experience or no demonstrated competence

Low = some experience, but continue to require a high level of supervision

Moderate = more extensive experience and independence, but still require regular supervision

High = sufficient experience that supervision is occasional and primarily consultative

Expert = ready to engage in unsupervised practice and provide supervision/consultation to others

For each domain, please provide a general or average rating across all of your training experiences in telepsychology thus far.

**SERVICE**

**Client Appropriateness**

Know who fits with what modality (knowing research, repeated emergencies, tendency towards crises, access to resources, client’s comfort, etc.), refer to in person when necessary, developing plan in case client’s inappropriateness emerges after onset of telehealth services.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Informed Consent**

Informing the client of risks, benefits, and alternatives to telehealth in language that is easily understood; patient and clinician rights and responsibilities, establish patient-provider relationship, make sure client has capacity to consent.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Professional Boundaries & Communication**

Consider issues related to electronic communication (e.g., maintain professional language over text/email, do not forward client’s texts/emails. When and how you are available and what to do

in an emergency. Consider issues related to one’s own professional and personal social media presence, maintain boundaries by not interacting with clients via social media, and explain social media policies at onset of services

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Handle Outages/Downtime**

Incorporate clinical issues into your downtime decision making; communicating plans for downtime with clients at onset of services; make contingency plans for downtime and enact them if needed.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Be Competent to Provide the Service**

A clinician must first be able to effectively provide the content of the treatment at hand, regardless of the mode of communication (i.e., telehealth vs. in-person)

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Termination**

Knowledge of when and how to terminate services, analyze progress of treatment goals, develop follow-up plan, refer if necessary, analyze satisfaction with telehealth services

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**SUPERVISION**

**Tele-Supervision**

Be familiar with relevant literature. Be competent in the technology used for telesupervision and the technology used by the supervisee for service delivery if applicable. Know supervision models appropriate for telehealth, determine if telesupervision is appropriate, give supervisee feedback and get feedback.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**TECHNICAL SKILLS**

**Fluency in Technology**

Demonstrate knowledge of available evolving technology, uses of technological mediums, strengths, limitations, and effectiveness of technological mediums, technological definitions and concepts; maintain telepsychology competence and obtain continuing education

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Client Communication**

Translate and communicate the logistics of technology use to clients

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Equipment Use**

Use appropriate equipment and technologies for clients’ needs, including connectivity, bandwidth, software, special equipment, etc.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Privacy and Confidentiality**

Demonstrate knowledge of security issues surrounding the general use of technology, encryption, transmission, storage, and disposal

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Technology Disruption/Outage**

Obtain skills relevant to troubleshooting and preventing disruptions in technology

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**ADMINISTRATIVE SKILLS**

**Verification of Identity and Location/Imposter Concerns**

Verify the identity of the client (or the decision-maker if the client lacks the capacity to consent to services); make it possible for the client to verify the identity and credentials of the clinician

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Privacy and Confidentiality**

Create policies for security issues, including the use of encryption, transmission, storage, and disposal; incorporate federal policies such as HIPAA

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Record Keeping**

Maintain notes of all contacts with clients and obtain hard copies of online communications

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Billing**

Outline financial arrangements, costs for types of services, reductions for outages, overage fee responsibility, etc.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Collaborative Partnership Agreements**

When the telehealth service creates a collaborative partnership, obtain a written agreement that addresses all administrative, clinical and technical requirements of that partnership, as well as all applicable legal and regulatory requirements

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Service Evaluation and Quality Improvement**

Create a process of continually reviewing and evaluating the quality of service and compliance with organizational, regulatory, and accrediting requirements

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Organization Information**

Provide clients with access to clinicians’ professional information, including internet presence, ownership, location, website, contact information, licensure, and regulatory bodies

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Insurance/Coverage**

Obtain liability insurance coverage for all e-services

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**MULTICULTURAL COMPETENCE**

**Foundational Multicultural Competence**

Regardless of modality, be equipped to acknowledge and address multicultural considerations

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **Special Multicultural Considerations for Telehealth**

Multicultural considerations of knowing the area in which you are providing services

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **RESEARCH & EVALUATION**

### **Have research/evaluation protocols**

Consider collecting data on outcomes, satisfaction, and experiences with telehealth for individual use (i.e. treatment planning, continuous quality improvements in service delivery) or research

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **Informed Consent**

Participants are informed of the nature and purpose of the procedures/research, are allowed to opt out, and are only used with permission

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **Information Security of Data**

Data collected via internet surveys are kept secure, data only to be collected from clients with their express permission

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **RISK ASSESSMENT**

### **Knowledge of local resources**

Know the resources (for emergencies or in person services when necessary), how to access them, what do to address any lack of appropriate resources, and have a way to communicate these to the client.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Emergency Planning**

Know what to do in an emergency or crisis, how to connect clients with local resources, have an emergency contact on file

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**ETHICS AND LAW****Refer to and enact relevant ethical codes**

Be familiar with the ethical codes of your country and/or profession. Enact these exactly as one would in traditional in-person services.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Practice according to guidelines**

Local, state, national guidelines for your field and for telehealth and telehealth specialties

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Assess remote environment**

Consider distractions, confidentiality, safety, etc. when determining the appropriateness of the client's remote location.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Client appropriateness, effectiveness of treatment**

As telehealth allows for access to an unprecedented scope of clients, one must be intentional and act in a client's best interest when considering providing telehealth services. Not all clients are appropriate, and some may be harmed. For these clients, have alternative referral plans in place. Continually evaluate telehealth clients for appropriateness.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Refer to and enact relevant law**

Local, state, national laws for your field and for telehealth and telehealth specialties including those governing jurisdiction and licensure, mandatory reporting, informed consent, etc.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## **ASSESSMENT**

### **Selection of assessment tools**

Know evolving online assessments, limitations, and standardization procedures. Adjust administration procedures accordingly while striving to maintain test integrity and psychometric quality.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### **Protection**

Keep test taker data secure and backed up. Limit access to test materials to protect copyrights and prevent unanticipated use.

Current level of competence:	None	Low	Moderate	High	Expert
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>