

PRACTICAL CONSIDERATIONS FOR OCCUPATIONAL THERAPISTS WHO ARE CONSIDERING TELEHEALTH

This document provides some considerations for the safe and effective provision of telehealth for occupational therapists in today's current practice environment. Some resources and telehealth platforms are briefly described and compared. It is important though to note that this document does not present an exhaustive listing of all the resources and platforms available. It should be used as a basis of comparison with what is accessible in your practice context. Also, please make sure to follow the directions issued by your College or Ordre in relation to the provision of telehealth. Finally, in this fluid and evolving situation, this document may be retired or updated at any time. Make sure to consult the latest version posted on the CAOT COVID-19 web page.

INSURANCE CONSIDERATIONS

The good news: Your CAOT Professional Liability Insurance has no restrictions in relation to delivering professional services via telehealth, as long as you're working within your scope of practice and licensed jurisdiction (BMS & CAOT, 2020). CAOT insurance partners BMS and Gowling WLG are continually providing insurance information for members related to COVID-19. Watch for CAOT insurance news.

BMS and Gowling WLG have issued a short document outlining key considerations for the provision of virtual healthcare services. This document describes important aspects linked to the clients' needs, your insurance coverage, the telehealth platform, and the continuity of care. Make sure to consult and share this resource (BMS & Gowling WLG, 2020).

[BMS & Gowling WLG. \(2020\). COVID-19: Virtual Health Care Services Ensuring Continuity of Care.](#)

PLATFORM CONSIDERATIONS

Telehealth is defined as the provision of health care remotely by means of telecommunications technology. This starts at the easiest level by using a telephone! According to client needs, the use of technology, such as video, may become the tool of choice for the provision of occupational therapy services.

Your college bylaws and up-to-date information may be helpful to determine the optimal telecommunication tools for your practice. We recommend that you treat this transition carefully and as you would under any treatment circumstances. Do not allow the "panic" associated with the COVID-19 crisis to put your practice at risk in the long term.

In the table below are some video-conferencing providers and utility considerations with each platform for both occupational therapists and clients. This list may be updated as more information becomes available. Costs vary for these providers. We encourage occupational therapists to determine which providers may work for them both now and into the future when considering adding these tools to their practice toolkit.

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Video Conferencing Platform	Utility and Considerations
Jane App https://jane.app/	<ul style="list-style-type: none"> • Full EMR platform with video sessions integrated into app • Has option to provide group sessions • Easy to use encrypted link between a client and the OT to allow video appointments • Can be used on computer and mobile devices • Group sessions ability is being developed
Live Care https://livecare.ca/	<ul style="list-style-type: none"> • EMR platform designed for Doctors • Easy to use encrypted link between client and OT to allow video appointments • Can be used on computer and mobile devices
MicroSoft Teams	<ul style="list-style-type: none"> • Platform available to Microsoft Office 365 users • Clients do not need Office 365 • An email link can be sent to the clients to allow them to connect
On Call https://oncallhealth.ca/	<ul style="list-style-type: none"> • Can choose plans that provide additional practice supports • Easy to use encrypted link between client and OT to allow video appointments
Owl Practice https://owlpractice.ca/professionoccupational-therapist.php	<ul style="list-style-type: none"> • EMR platform designed for “mental health professionals” including OTs • VideoConferencing Coming Soon
TheraByte https://therabyte.app/	<ul style="list-style-type: none"> • Full EMR platform that combines scheduling, documentation, and session planning • Designed by an OT for use by OT and SLPs as primary practice focus • Scheduled to be released Mar 25 for computer users and individual sessions • An easy to use encrypted link sent to client’s email
Lumino Provider.Search@sunlife.com	<ul style="list-style-type: none"> • Can choose plans that provide additional practice supports • Easy to use encrypted link between client and OT to allow video appointments • To help support your practice, the first 60-days are free of charge

Additional Helpful Links

- [Alberta College of Occupational Therapists. \(2020\). Considerations for the delivery of occupational therapy services through virtual means.](#)
- [College of Occupational Therapists of British Columbia. \(2020\). Frequently Asked Questions from Occupational Therapists About COVID-19.](#)
- [College of Occupational Therapists of Ontario. \(2017\). Guidelines for Telepractice in Occupational Therapy.](#)
- [Conseil interprofessionnel du Québec. \(2016\). Outil d'aide à la décision. Télépratique et gestion du dossier numérique en santé et en relations humaines.](#)
- [World Federation of Occupational Therapists. \(2014\). Position Statement on Telehealth.](#)