



## Options for Telepractice

OPTIONS FOR TELEPRACTICE				
PLATFORM	PRIVACY	PROS	CONS	RECOMMEND?
Phone call	✓		No eye-to-eye contact	MAYBE 🤖
Zoom	✓	Wait-room option. Able to host groups.		✓
Google Hangouts	✗			✗
Facetime	✓		Only for Apple users.	✓
WhatsApp	✓	Most people are familiar with the app.		MAYBE 🤖
Skype	✗		Numerous data breaches.	✗
WebEx	Default privacy setting ✗			MAYBE 🤖

*List of free-to-use communication platforms for telepractice*

With the closing of non-essential services, some psychological services have to move online to reduce the disruption of the essential support to our clients.

With the ease of technology, telepractice can be an adequate substitute to in-person therapy under some conditions. But as with confidentiality and privacy issues associated with technology, not all platforms are suitable for telepractice.

There are platforms that are specifically designed for telepractice. These platforms values privacy, building features like wait-rooms into their service. They are also integrated to allow for scheduling and payment via the platform. These platforms usually come with charges.



Some of the more commonly used communication platforms may be utilized for telepractice. We have collated a list of free-to-use platforms that you may consider.

When using these platforms, do familiarise yourselves with the security features, including but not limited to waiting rooms, lock meeting, etc. As more people are moving onto online platforms, hackers are also moving online.

The privacy mentioned in this post refers to whether people can accidentally "walk-in" to a meeting and whether the contact information is easily accessible. Encryption is not considered. Paid services do usually provide better encryption of information.