average Purdue Global military student awarded 54 credits needed associate 's 45 credits needed bachelor 's Commonly Searched Commonly Searched Telehealth services rise COVID-19 pandemic skyrocketing—and use telehealth deliver mental health care clients exception Take example Ginger provider on-demand mental health support via mobile device Use rates rose highest level ever last week September 2020 text-based mental health coaching 159 virtual therapy psychiatry 302 compared pre-pandemic rates Fierce Healthcare reports main considerations behavioral health care providers need know providing telehealth services sat Gary T. Alexander PhD faculty College Social Behavioral Sciences Purdue Global learn “ Usually top two things concern behavioral health professional telehealth ‘ going somebody tells 're suicidal homicidal appear psychotic episode—how going deal ’ '' remedy Alexander says safety plan place includes agreed-upon locations sessions take place outline steps provider take unsafe situation “ provider ’ response scenarios never surprise anyone client know start services psychiatric emergency may harm somebody else 'm going call process ’ go through. ” Setting collaboratively ahead time enables client hand planning process means one surprised next steps Essentially preparedness inherent informed consent process steps may involve calling emergency services welfare check done home location client logged alerting client ’ emergency contact “ matter type therapy one strongest indicator good prognosis success strength relationship counselor client ” Alexander says follows care providers would naturally concerned ability build maintain strong relationship clients video phone “ found research unequivocally answer yes form bonds ” Alexander says “ takes bit adjustment period professional client across literature find relationship consistently rated strong in-person therapeutic relationship. ” Compliance guidelines regarding informed consent Health Insurance Portability Accountability Act HIPAA vital avoiding security privacy threats