



Teletherapy in the NC Infant-Toddler Program

What is teletherapy?

- Teletherapy is delivering “virtual” therapy using a phone, laptop, or tablet, when the therapist is in a different location than the family.
- Teletherapy will address the outcomes identified by the family on the Individualized Family Service Plan (IFSP).

How does teletherapy work?

- Teletherapy uses technology, such as laptops, tablets, and smart phones to connect therapists with families. Sessions are “streaming,” using Wi-Fi or phone data.
- Your therapist will send you a secure link via email on your device. Clicking the link connects you to the therapist.
- Your therapist may set up a practice session first to make sure you can connect without problems.
- The frequency of teletherapy will depend on your child’s individual needs.
- Sometimes you may choose to have both teletherapy and in-person sessions, depending on your preference and your therapist’s location.

How does a family get started?

- If the family and IFSP team decide that your child would benefit from therapy, the Early Intervention Service Coordinator will offer teletherapy services as an option.
- You may need to check with your insurance to see if teletherapy is a covered service.

Is teletherapy private and secure?

- Yes. Teletherapy providers follow the same confidentiality regulations as those who are providing face-to-face services.
- The CDSA ensures that the privacy of the family’s health information remains secure.

the earlier
you know,
the better
they'll grow.



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NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Child and Family Well-Being



Is teletherapy right for your child and family?

NC Infant-Toddler Program

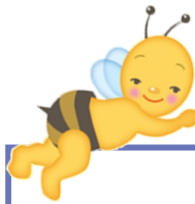
Why would I choose teletherapy?

- Teletherapy allows you to receive services in areas where therapists are not available.
- Teletherapy allows you to access therapists with special expertise who may not be available to you locally.
- Many parents find teletherapy convenient.
- Teletherapy works well for children who are shy or have stranger anxiety.

How does a teletherapy session work?

1. You and the therapist will discuss what has happened since the last therapy session, and decide what you will work on today.
2. The therapist will suggest activities and strategies to try with your child and then observe you and your child in an activity.
3. The therapist will give you feedback and suggestions.
4. You will discuss what worked well today, and what you will practice at home before the next session.

- Do you have a reliable internet connection or a good phone connection with unlimited data?
- Do you have a tablet or laptop? Sessions are easier with a larger screen, but a smart phone can also be used.
- Do you have an email account so the therapist can send you a link to the session?
- Do you feel comfortable using your device (laptop, tablet or smart phone)?



Teletherapy is for the child AND the parent.

- Young children are *not* expected to sit still and look at the screen.
- Instead, you'll play and interact with your child, as the therapist coaches you on how to use strategies to improve your child's skills.
- Teletherapy will use the materials you already have in your home. No special equipment is needed.
- Teletherapy will focus on helping your child learn during their daily routines such as mealtime, playtime, getting in the car, or even bath time.
- Parents and family members in the home interact most often with their children and are their most important teachers!

Parent comments about teletherapy



- * *I love the ease of teletherapy! My daughter has social anxiety, so it helps her so much. She can engage at her own limit and walk away. If it weren't for teletherapy, we may not have been able to receive services.*
- * *Teletherapy has allowed my child to get the help he needed and he's really blossomed. He has made massive improvements since enrolling in the program!*
- * *I prefer teletherapy for many reasons, and it just fits in my schedule better.*
- * *My child is very comfortable with teletherapy. She's at ease in her own environment and has bonded with her therapist remotely.*
- * *I loved the practical advice in normal activities. A lot of things I had not even thought of working on were helpful!*
- * *Trying strategies in real time with teletherapy was the reason we made progress.*
- * *I liked the scheduling flexibility with days and times.*
- * *My tele-therapist has been very knowledgeable and explains things in ways we understand and use on a daily basis with our son.*
- * *I liked being able to try the routines and activities in real time, with feedback.*
- * *The ease of using teletherapy is my favorite! The tele-therapist will email me a link. Then I click the link and we see him and he can see us!*