

Appendix

Summary of the Available Guidelines for the Remote Provision of Psychological Services

This table is a summary of the available guidelines for the remote provision of psychological services. All documents have recommended compliance with the guidelines and ethical codes defined by the Psychology-related associations for the practice of in-person psychological services when providing remote services.

Categories	Subcategories	Summary of the guidelines
Administrative Skills	1. Clients' identity check	To verify the client's information (e.g., name, location, and contacts), through citizenship cards, smart cards, IP address, and phone calls.
	2. Credentials provision	All relevant information about healthcare professionals shall be available (name, credentials, areas of expertise, contact information, etc.), namely on professional websites. The usability of professional websites should be previously assessed. To limit the provision of services to geographic areas where they are authorized to work.
	3. Privacy, data management, and storage	To store an electronic record with the most relevant data about the therapeutic process of each client (e.g., client's information, informed consent, contingency plan, etc.). To fulfill the governmental and professional guidelines.

	To ensure privacy, confidentiality, and security of the information (e.g., encryption, firewall, IT maintenance protocols, protocols for data disposal, etc.).
4. Billing	To present all costs prior to the beginning of the therapeutic process. To consider the monthly costs with the use of secure platforms when defining the price per session. To use secure platforms during payments and the verification of information.
5. Healthcare Insurance	To inform themselves about the insurance coverage of technology-mediated psychological services. To fulfill all regulations and policies of healthcare insurance companies. To keep the liability insurance updated.
Ethics and Legislation	To be acquainted with and fulfill the ethical code and all the guidelines, policies, and legislations that apply to both regions (professional and client). To ensure their competence to provide this type of service. To ensure that informed consent is signed before the provision of the service.
Multicultural Competence	To recognize the cultural specificities of each client and that their needs depend on different factors. To know the cultures and contexts of their clients. To use tools that are available and accepted by each client.

Assessment	To consider the need for a translator or to refer the case to other professionals.
	To respect the instructions and rules of administration of the instruments.
	To use instruments validated for remote application.
	To evaluate the viability of this modality according to the profile of each client.
	To ensure that they have the necessary skills and training to conduct it.
	To discuss the specificities and limitations of this type of assessment with the client.
	To arrange with the client the necessary setup to conduct the assessment and assess the conditions prior to the first assessment session.
	To keep a detailed record of all technological and technical issues experienced during the assessment.
	To include a statement about the use of this assessment modality and its potential impact on the results in the psychological evaluation report.
Psychotherapy	1. Adequacy of remote-delivered psychological services to the client's profile
	To consider the personal characteristics of the client (e.g., age, physical and cognitive abilities, etc.), their access to technology, digital literacy, barriers to access healthcare services, and proximity to healthcare facilities.
	2. Therapeutic boundaries
	To define the boundaries and specificities of the professional relationship before the beginning of the therapeutic process.

	<p>To be aware of the relevance of strictly professional social networks.</p> <p>To avoid online searches about the client.</p>
3. Informed consent	<p>To ensure that it is written clearly and understandable.</p> <p>To include all the information expected in an in-person therapeutic process plus the specificities of remote-delivered psychological services (e.g., information about online privacy and confidentiality, technical requirements, social network policy, etc.)</p>
4. Information regarding privacy and confidentiality	<p>To inform the client about the privacy limits associated with an online process and strategies that they can adopt.</p> <p>To evaluate the need and define a priori the roles of involvement of third parties.</p> <p>To develop a protocol for dealing with potential confidentiality breaches.</p>
5. Training	<p>To actively seek formal training and education, and frequently evaluate their competencies.</p> <p>To sustain their practices in guidelines and updated scientific evidence.</p> <p>To attend regular supervision sessions.</p>
6. Therapeutic process	<p>To respect and recognize personal and cultural specificities for strengthening the therapeutic relationship.</p> <p>To use language and means of communication that are adequate for each client.</p> <p>To maintain a professional look and therapeutic setting.</p>

	<p>To develop collaborations with local professionals.</p> <p>To evaluate their own personal and professional well-being.</p> <p>To customize the process according to the client’s needs and functioning profile.</p> <p>To ensure they have knowledge about the location of the client and the emergency contacts.</p> <p>To evaluate the connectivity and include regular assessment tools.</p> <p>To reflect on written communication and promote activities to increase the client’s engagement.</p> <p>To evaluate eMental health apps as a complement to the process.</p>
7. Manage interruptions and exits	<p>To define a clear plan to deal with potential technical problems (e.g., who contacts the other person in case of interruption).</p> <p>To schedule or remember the appointment closely.</p>
8. End of psychological services	<p>To schedule the next appointment at the end of the session.</p> <p>To define the parameters and process to end both each session and the process.</p>
Risk Assessment and Management	<p>To acquire solid knowledge of local resources, to ensure a referral to presential health services if needed.</p> <p>To establish a security protocol considering the geographic distance of the closest health facility (e.g., include contact of a social support network</p>

		member and local institutions, know the location of the client in each session, risk assessment measures, etc.).
Supervision		To include professionals with different characteristics in sessions where all participants are psychologists.
		To seek supervision from professionals from different areas of knowledge, such as IT technicians.
		To use a safe platform for sharing the information.
Research and Evaluation		To maintain a connection between health, information and communication technologies, and economic contexts.
		To use multidomain assessment protocols.
		To fulfill the ethical, governmental, and organizational codes.
		To use robust experimental methodologies, apply for funding to promote efficacy/effectiveness studies, and report all results.
		To be aware that a change in technology might demand the reassessment of the efficacy of that technology/program.
		To include grey literature in the development of eMental Health Guidelines.
		To promote the users' involvement in product development and research programs.
Technical Skills	1. Psychologist's technical and technological knowledge	To acquire competencies in dealing with technology to provide remote psychological services.

To follow the constant technological evolution, scientific evidence, policies, and guidelines.

To be able to help their clients ensure their own safety and privacy, and to deal with potential obstacles.

2. Therapeutic setting

To ensure that the space where the therapeutic process takes place enables the accommodation of one or more adults.

To ensure adequate lighting, audio, visual, and technological conditions (e.g., sufficient to recognize facial expressions, acoustic isolation, and/or white noises outside the room; background of the conference clear and without distractions; external webcam and headphones; etc.

To have knowledge of and implement security measures.

To be able to disable or delete information remotely from technological devices that were lost or stolen.

To be proficient in the use of various tools and characteristics (e.g., screen sharing, whiteboard, etc.).

To develop a protocol to routinely perform risk assessments of technological devices.

To conduct a connectivity, visit to assess the overall quality of the internet connectivity of the client and/or to evaluate the adequacy of the therapeutic setting.
