

Wyoming Telehealth Network

March 2025

Provider Spotlight:



1. **When did you first hear about telehealth? How did you feel about it then? How do you feel about it now?**

I first heard of telehealth through St John's hospital in Jackson, WY when I was working there part time, because they were considering using telehealth for psychiatric care since there was a shortage of psychiatrists. I was skeptical and thought that option would be less than optimal. I certainly wouldn't have considered working remotely as a therapist at that time. Now, I'm thrilled that it's an option and I've found that it works just fine for people who choose it.

2. **When did you begin offering telehealth services? What prompted the need to offer these services?**

I began offering telehealth during Covid because it was the only option for continuing to meet with clients.

3. **What motivates you to continue offering telehealth services?**

I want to honor what my clients prefer, so I give everyone the option of meeting remotely or in my office. Since Covid, many people choose to meet remotely to save time or because they are homebound. It's convenient for many, especially if they are far away from where my office is located.

4. **What is your proudest accomplishment with telehealth?**

I helped an elderly client who was afraid to leave her home since Covid to begin to finally get back out into the community. I have only ever met with her remotely and had I not offered telehealth, she probably wouldn't have begun therapy because she was unable to find a therapist who offered both telehealth and accepted Medicare.

5. **What advice would you give patients wanting to try telehealth?**

For some people, it feels safer to be in your own home when first meeting with a therapist, than in their office. Just be sure to have a quiet and private place to meet and log-on a bit in

advance of appointment.

6. What advice would you give providers wanting to start offering telehealth?

As far as providing psychotherapy, you may be surprised at how easy it is to connect with the client. Many therapists worried about feeling connected and empathetic over a screen, but I have found that isn't a problem at all.

7. What was the biggest barrier in providing telehealth services? Have you overcome it?

Technological issues like a power outage or poor connection were stressful to me at first, as I'm so accustomed to uninterrupted sessions. I believe I've overcome this mostly by accepting that technological glitches can and probably will happen but it's infrequent and most clients understand that it's out of our control.

8. How do you think implementing telehealth now will affect how things will be done at your organization after the pandemic is over?

N/A - the pandemic is over, but as stated above, I have continued to offer telehealth sessions since some people prefer this option.

9. Do you have any telehealth hacks or tricks?

The best thing I can think of is to relax if there's a technological issue...because getting tense and stressed just makes it more difficult to solve the problem.