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## POLICY & PROCEDURE

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Program/Department: Psychology

Subject: WellSpan Philhaven Hospital  
Psychology Internship Telesupervision  
Policy

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### I. POLICY

WellSpan recognizes that in-person supervision is preferable, and thus encourages supervisors and supervisees to meet in person whenever possible. However, we also recognize that there are some situations in which telesupervision is deemed necessary, and that telesupervision can be conducted in ways that align with the telesupervision regulations in the APA Standards of Accreditation in Health Service Psychology.

### II. PROCEDURE

- A. Reasons that telesupervision may be used include the following:
1. Minor Illness of the supervisor or supervisee, in which the ill person is well enough to work but may be contagious.
  2. An injury or medical procedure that causes the supervisor or supervisee to work from home for a temporary period of time.
  3. A local, regional, or national state of emergency, which could require either the supervisor or supervisee to work off-site for a temporary period of time.
  4. A patient in crisis disrupts a supervisor or supervisee's schedule, such that traveling from another site is no longer feasible.
  5. An intern or supervisor schedules a makeup supervision session due to being off of work due to illness or vacation and traveling from offsite for the makeup session is difficult or not feasible.
- B. In the above situations, telesupervision may be preferable to rescheduling in-person supervision in order to provide consistent, regular supervision and meet weekly supervision standards.
- C. The use of telesupervision should be discussed and agreed to by both the supervisor and supervisee. If either believes that telesupervision would not be beneficial, in-person supervision shall be prioritized unless it is not possible due to extreme circumstances (such as in a state of emergency).
- D. Supervisors remain responsible for supervising the intern's written work using electronic medical record. Feedback should be given consistently, as the supervisor would do in an in-person session.

- E. Supervisees should be provided with their supervisors' phone numbers so that they can be reached for emergencies and/or crisis situations. If a supervisor is not available during certain times, they should give clear directions to the intern regarding whom they should consult with while the supervisor is unavailable.
- F. Telesupervision should only be used when both the intern and supervisor have a quiet and confidential location to talk with minimal interruptions. Telesupervision should not occur when either the intern or supervisor is in a public space. This ensures both the confidentiality of the patient, and the privacy of the intern.
- G. Telesupervision with video capability is preferred over audio-only supervision. Telesupervision via the phone should only be used when a visual method such as Zoom is not available. Supervisors should make sure that interns are familiar with Zoom before scheduling a Zoom appointment.
- H. WellSpan has a contract and business associate agreement in place with Zoom which makes our video visits HIPAA compliant. This creates a secure, end-to-end connection between the provider and the patient using both a randomly generated meeting ID and password to prevent intentional or accidental unauthorized entry into the visit.
- I. Telesupervision shall not be provided more frequently than permitted by the regulations on telesupervision set by the American Psychological Association in the Standards of Accreditation for Health Service Psychology.

Approved by \_\_\_\_\_  
Program/Department Director

Date \_\_\_\_\_

Approved by \_\_\_\_\_

Date: \_\_\_\_\_