

Module Objectives

Upon completion of this course, the learner should be able to

- identify ethical issues in the online clinical practice;
- understand the impact of the technology-based communication for therapeutic or counselling;
- know relevant literature regarding efficacy or effectiveness of interventions based on communication technologies;
- know the literature recommendations on how to deal with the challenges of the cyberspace;
- identify how to act in different situations that could arise in the online clinical practice;
- implement skills useful to overcome the challenges of technology-based communication.

Module Outline

- Unit 5.1: Introduction/Contextualization
- Unit 5.2: Confidentiality, issues of privacy, identification of client(s) and therapist(s)
- Unit 5.3: Quality assurance
- Unit 5.4: Licensing
- Unit 5.5: Issues related to crisis interventions
- Unit 5.6: Technology in online-therapy
- Unit 5.7: Computer skills of the online therapists
- Unit 5.8: Asynchronous interventions
- Unit 5.9: Boundaries
- Unit 5.10: Cost/payment

Module 5: Ethical Aspects of the E-Tools, E-consulting with Focus on Differences from Classic Settings

- The module identifies ethical issues and studies of efficacy or effectiveness regarding the use of communication technologies in counselling and psychotherapeutic interventions through the use of ICT.
- It will be shown some recommendations identified in the literature for online clinical practice in general and in some special situations (e.g., crisis interventions; malfunctions in technology)
- Frequent doubts of advisors, counsellors and psychotherapists with regard to computer-mediated client relationships, such as security, confidentiality, lack of non-verbal communication, cost/payment are discussed with reference to both scientific research results and practical experience.

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Co-funded by the
Erasmus+ Programme
of the European Union

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein

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