Providing Support for Students Mental Health
Creating Telehealth for Counseling Services

Submitted by:

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Providing Supports for Students

Prior to the March 2020 shut down of Heidelberg University, there were no telehealth services for student’s mental health care. The creation of telehealth services were to target postsecondary students who were enrolled at Heidelberg University. The materials/information accessed to create this service included: Ohio Administrative Code 4757-5-13, which outlined the legal and ethical steps to provide telehealth services appropriately, American Psychological Association’s Office & Technology Checklist For Telepsychological Services which offered a checklist of items from technology to beginning of virtual session to verify engaging in a telehealth in an appropriate manner, and The Center for Connected Health Policy: Current State Laws and Reimbursement Policy which outlined definitions regarding Telehealth, defined consent, as well as highlighted limitations and restrictions as set forth by the individual states.

All information was used to set up a telehealth practice for the students of Heidelberg University, a 4 year private institution, enrollment of 1,093 full time students, located in rural Tiffin, Ohio, approximate population 18,000. Since creating this service, the counseling staff has served approximately 170 students via telehealth. The information used was chosen due to the reputable nature of the sources. This information ultimately created an ethical practice to satisfy state and national ethical and legal guidelines to provide mental health counseling.

This project focused on meeting ethical professional standards of practice. Although the focus did not specifically include diverse and underserved populations, it was the hope of the Heidelberg staff members who created the service, that the standards set by state and national organizations did take into consideration these populations.