



HANOI NATIONAL UNIVERSITY
OF EDUCATION

MICROMODULE SYLLABUS

E-Counselling Ethics

Introduction:

This module introduces the ethical issues that e-counselling service users and professionals should be aware of. As technology continues to play a significant role in counselling services, it's crucial to uphold ethical standards to ensure the well-being and safety of clients and professionals.

The aim of this learning task is

- to understand the significance of ethics in e-counselling

Please read the provided instructions carefully to get the necessary information you need to complete the micromodule.

Task instructions:

Start by reading the materials and watch the short YouTube video. Evaluate your learning by answering the questions below.

Read the PowerPoint-presentation "Ethical issues on telerehabilitation" by Anne Ryhänen

Link: [Ethical issues in telerehabilitation \(1\).pptx](#)

Ethical issues in telerehabilitation

Text: Anne Ryhänen, Karelia University of Applied Sciences
Voice: Adam Lerch, Karelia University of Applied Sciences

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Telerehabilitation



- **Telerehabilitation** is a method of delivering rehabilitation services that uses technology.
- It is executed by a professional, it has a clear goal and it happens in a certain time period.
- Telerehabilitation has been used for example in physiotherapy, psychotherapy, music therapy, neuropsychological rehabilitation, social rehabilitation, speech therapy and occupational therapy.
- Researchers have found that telerehabilitation outcomes are very similar to face-to-face therapeutic outcomes.

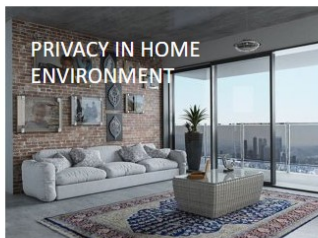
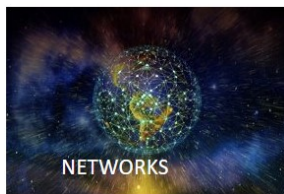
Ethical issues in telerehabilitation



- *Ethics*, also called moral philosophy, is the discipline that concerns what is morally good and bad and morally right and wrong.
- All technological solutions, including telerehabilitation, have their ethical aspects. These aspects include, for example:
 - administrative regulations
 - telerehabilitation accessibility
 - clients' self-determination
 - data security
 - privacy
 - client verification
 - professional competence in technology and guidance via networks



Ethical issues in telerehabilitation



Administrative regulations

Common administrative regulations are needed in telerehabilitation. In Finland, Valvira, the National Supervisory Authority for Welfare and Health, has given instructions about the production of remote services.

Telerehabilitation services should follow good rehabilitation practice and other national guidelines.

Accessibility to telerehabilitation should be guaranteed to all who could benefit from it. This requires for example efficient internet connections also in remote areas.



Data security and privacy

- All interactions with clients that are text- or video-based can leave behind evidence of their health information.
- Professionals and organizations in social and health care must guarantee the security and privacy of clients' protected health information, including:
 - the information security of the *network*
 - the security of *communication applications*
 - the security of *data terminal equipment*
 - the security of the *environment* where patient information is used
 - the information security of the *service provider*

Informed consent



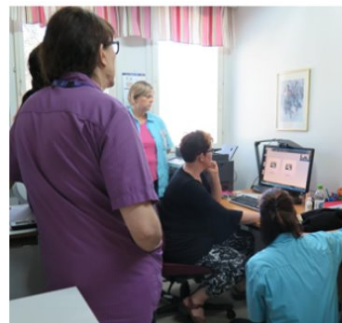
- Potential issues that can arise in telerehabilitation should be discussed in informed consent documents. Patients should always sign an informed consent form before telerehabilitation.
- The information should include:
 - technology use policies
 - social media policies
 - confidentiality issues
 - acknowledgement of limitations of services
 - the risks and benefits of using technology
 - anticipated response time
 - possible technological failures and alternative methods of communication



Education & Training



- Therapists must evaluate clients' cognitive, motor and perceptual skills and the possibilities to use technology needed in telerehabilitation.
- Professionals are responsible for the use of technological applications and devices efficiently and safely. They must get further education if needed.



Education & Training



- Professionals should seek training on how to develop a therapeutic relationship through telerehabilitation. There is little to no evidence that telerehabilitation would negatively affect the relationship between the client and the professional.
- Professionals should give clear information and guidance about technical devices to the client. Clients need to know from whom they can obtain consultation if needed.



Summary



- In the curricula of social and health care professions there should be education about telerehabilitation and ethical issues.
- Therapists should update their technological and ethical know-how.
- The values and principles of an organization must be taken into account in telerehabilitation services, and the quality of the service must be as good as in face-to-face therapy.
- Because interventions can be delivered in the natural environment at a client's home, telerehabilitation may increase patient participation and enhance outcomes beyond face-to-face rehabilitation.
- Telerehabilitation may decrease costs both for a client and for a rehabilitation organization and also increase geographic accessibility.

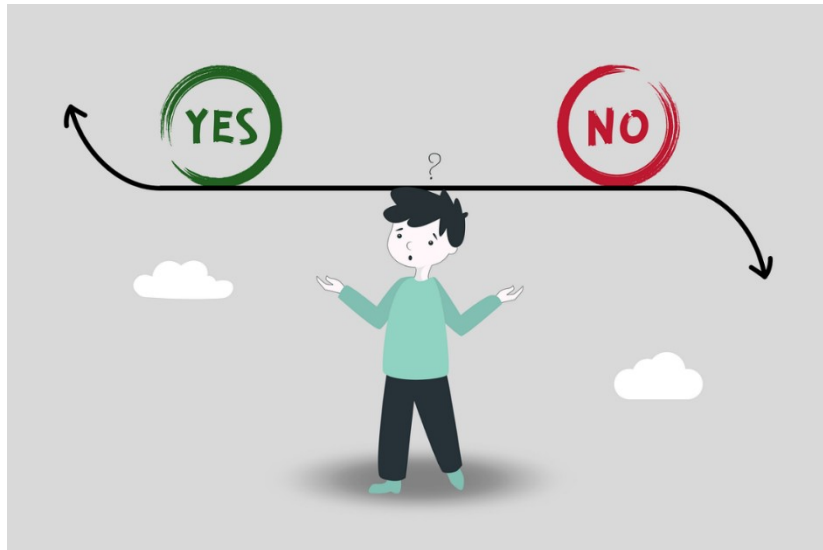
References



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- [Pictures:Lappalainen Hanna-Leena, Pixabay, Voimala](#).

After reading the PowerPoint presentation, watch Ethical issues in telerehabilitation–animation by Emilia Heikkinen

Link: [Ethical issues in telerehabilitation -animation - YouTube](#)



Pixabay

Activity 1: Evaluate your learning by answering the questions below.

Drag the words into the correct boxes

Telerehabilitation is a method of delivering rehabilitation services that uses technology. It is executed by [redacted] and it happens [redacted]. The aim of telerehabilitation is to minimize barriers caused by [redacted], time and cost. According to researches telerehabilitation has been used for example in psychotherapy, speechtherapy, physiotherapy and [redacted]. Telerehabilitation is divided into two categories; [redacted] and asynchronous. There are many [redacted] issues that are involved in telerehabilitation.

neuropsychological rehabilitation

distance

ethical

in a certain timeperiod

synchronous

a professional

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Title: What is telerehabilitation?

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Activity 2: Evaluate your learning by answering the questions below.

Choose the correct statement.

✓ Progress: 0/5

Professionals don't have to worry about data security in telerehabilitation.

Accessibility of telerehabilitation services is one of the ethical issues concerning telerehabilitation.

Client verification isn't needed in telerehabilitation.

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H-P

Choose the correct statement.

✓ Progress: 1/5

Therapists are not responsible to seek education about technological innovations in telerehabilitation if they don't want to.

Therapists should evaluate carefully clients' cognitive, motor and perceptual skills that are needed in telerehabilitation.

There is evidence that telerehabilitation affects negatively to the relationship between the client and the professional.

Choose the correct statement.

✓ Progress: 2/5

Clients should always sign an informed consent before starting telerehabilitation. The consent should include information about where they can get help with technical problems.

Patients should always sign an informed consent before starting telerehabilitation. The consent should include professional's homeaddress and telephonenumber.

Patients should always sign an informed consent before starting telerehabilitation. The consent should include information about client's nutrition.

Choose the correct statement.

✓ Progress: 3/5

Students don't have to study telerehabilitation before graduating because they will learn about it in the working life.

Professionals have to pay attention to professional guidelines when they submit telerehabilitation.

The quality of the service in telerehabilitation can't be as good as in the face-to-face rehabilitation.

Choose the correct statement.

✓ Progress: 4/5

Telerehabilitation can increase costs for the client.

In some cases clients` participation can be increased by telerehabilitation and this can enhance better results by with traditional rehabilitation.

Ethical issues don`t need to be discussed with professionals and students.

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Activity 2. Right answers:

Accessibility of telerehabilitation services is one of the ethical issues concerning telerehabilitation	✓
Therapists should evaluate carefully clients`cognitive, motor and perceptual skills that are needed in telerehabilitation.	✓
Clients should always sign an informed consent before starting telerehabilitation. The consent should include information about where they can get help with technical problems.	✓
Professionals have to pay attention to professional guidelines when they submit telerehabilitation.	✓
In some cases clients` participation can be increased by telerehabilitation and this can enhance better results by with traditional rehabilitation.	✓

Your result

✓ Progress: 5/5

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