

**Wonder Chat**  
**Let's Talk Specifics: Experiences with Virtual Support**  
**April 10, 2020**  
**Resources and Q & A**

**Referenced on Webinar:**

**Feeling Thermometer**

Print the photo for you use from Wonders & Worries Facebook page.

**Books shared by Deanna:**

“Don’t Pop Your Cork on Monday’s” by Adolph Moser

“The Hope Tree” by Laura Numeroff and Wendy Harpham

**Virtual Spinning Wheel**

<https://wordwall.net/resource/94678/maths/wheel-spinner-1-5>

You can send the link to the child or if they would prefer you can spin for them.

**Questions & Answers Transcript**  
**Many questions answered live.**

Question	Answers
Can anyone talk about a group session with a family? Different age ranges too.	Sure! I think it’s important to engage all family participants during the session. In order to understand how they want to BE a participant, it’s important to have a conversation with just the caregiver prior. Whether that’s a phone call or a video conference with just the adults in the room.. it creates cohesiveness once the family sessions starts. It’s also nice to have some sort of communication with the caregivers in the room during the session. It’s like they are your second, third set of eyes! Great question! Every family is different, but communication about the players in the room is essential.
What platform do they use for the videos? Zoom? Facetime?	<a href="https://www.jotform.com/blog/best-hipaa-compliant-video-conferencing-software/">https://www.jotform.com/blog/best-hipaa-compliant-video-conferencing-software/</a> (From Kia)  Wonders & Worries uses Ring Central
What platforms are you using to do the screen share and is it still HIPPA compliant?	<a href="https://www.jotform.com/blog/best-hipaa-compliant-video-conferencing-software/">https://www.jotform.com/blog/best-hipaa-compliant-video-conferencing-software/</a>  Also, see below.
Has anyone run virtual support groups? Are tips to facilitate these?	<a href="https://www.aphasia.org/stories/how-to-host-a-virtual-support-group/">https://www.aphasia.org/stories/how-to-host-a-virtual-support-group/</a> great post about how to start the discussion with a group, virtually :)

	<p><b>National Alliance for Grieving Children Webinar</b> (great free webinar and inspired Wonder &amp; Worries to provide our typically in person support groups, virtually)</p> <p>This webinar provides four examples of virtual sessions.  <a href="https://childrengrieve.org/education/online-learning/10-education/214-expanding-our-outreach-during-challenging-times">https://childrengrieve.org/education/online-learning/10-education/214-expanding-our-outreach-during-challenging-times</a></p>
How do you document your sessions?	<p>simplepractice.com (from Kia)</p> <p>Wonders &amp; Worries used a system called Apricot</p> <p>Lisa does documentation by hand.</p>
What is the typical number of sessions when working with a family and the expense?	<p>Totally depends on the family's needs. I typically start with a couple sessions 20-30 minutes each at twice a week. (From Kia)</p> <p>Additional responses live.</p>

**Here are 6 of the top HIPAA-compliant video conferencing services (from Kia):**

- Doxy.me
  - Free for limited services
  - Reviewers on Capterra highlighted the solution's free option and ease of use but mentioned that calls drop if the internet service isn't strong
- thera-LINK
  - \$30/month
  - Focused on mental and behavioral health
  - Practice management for individuals and small to medium organizations
  -
- TheraNest
  - \$38/month (additional \$10 for each user to take advantage of HIPAA-compliant video conferencing)
  - Unlimited users, storage, and support
  - Specifically tailored for mental health applications
  - Electronic health record software with Wiley Practice Planners treatment planning solution add-on
- SimplePractice
  - \$39/month
  - Part of a wider practice management platform for small businesses in health and wellness
  - includes integrated features such as free appointment reminders (SMS, email, and voice), mobile app, e-claim filing
  - Reviewers report a clean interface
- Zoom for healthcare
  - \$200/month