



Three Paths to Telehealth — Snow Day / Telehealth Plan

V1 — Written by Michael A. Hartman, LMHC-D, CDBT on January 18, 2026

USE MOST RECENT REVISION

In light of this snowy winter (something we're not as used to anymore), InsightDBT is putting a clear plan in place for how we pivot to telehealth when needed. The goal is to keep treatment consistent and effective while also maintaining the stability of the practice.

This plan is important **Clinical consistency**: When treatment stops too many times, it can backfire. Progress can handle a few unexpected cancellations, but frequent disruptions can interfere with momentum and outcomes.

With that rationale in mind, here is the **telehealth decision tree** to determine whether telehealth makes sense for you.

1) Telehealth is fully appropriate and effective

This applies to clients who have no significant difficulty with telehealth. They can switch between in-person and virtual sessions without issues. Privacy and responsibility barriers are manageable (for example: childcare responsibilities that can be worked around).

2) Telehealth causes some friction, but it's still workable

In this scenario, telehealth isn't easy—but it can still be worthwhile. Challenges might include distractions at home, difficulty finding privacy, or anxiety about being on camera. While these barriers can make sessions harder for both the therapist and client, telehealth may still be productive if meaningful work can be done, such as:

- Reviewing the week
- Reviewing the diary card
- Processing deeper issues
- Learning and reinforcing DBT coping skills

If the session remains clinically productive despite the friction, it should still be considered.

3) Telehealth is not fruitful at this time - Don't do a virtual makeup

Some clients truly need the structure and setting of in-person sessions for therapy to be effective. In this category, telehealth sessions may not work at all—for example, the client doesn't log in, won't engage, stays off-camera entirely, or shuts down and resists the therapy process.

When telehealth becomes not only unhelpful but **emotionally negative**, it can strain the therapeutic relationship by linking therapy with frustration or conflict. In this case, the recommendation is:

- Do **not** hold the telehealth session
- Wait until the practice reopens
- Reschedule when possible
- Use phone coaching as needed in the meantime

4) Special Accommodation

InsightDBT clinicians are able to make special accommodations to make sure our clients are adequately supported. These accommodations might deviate from the plan above. You or your therapist can bring up special accommodation need.

Next Step

The most important piece is having a **candid conversation with your therapist** to determine which category you fall into. We strongly encourage avoiding cancellations whenever possible, but as you can see, snow day telehealth decisions are not “one-size-fits-all.”

Zoom Logistics

To prepare for a telehealth session:

- Download Zoom on your device in advance

- Your therapist will send a Zoom link that you can click to join (no password or meeting ID needed)
- Make sure your device is fully charged or connected to power to prevent connection issues during session

Thank you for working with us help adapt treatment to the challenges around cancelations.