

We're here to help you help infants and toddlers. See our Coronavirus resources for early childhood professionals.

EXPLORE



MENU

Home • Resources & Services

PROFESSIONAL RESOURCE

Member Exclusive

# Telehealth During COVID-19: Advantages, Challenges, and Barriers Across Zero to Three Programs

Joy D. Osofsky, Louisiana State University Health Sciences Center; Angela W. Keyes and Allison Boothe Trigg, Tulane University School of Medicine; and Amy B. Dickson and LaKisha Y. Mamon, Louisiana State University Health Science Center

## IN THIS RESOURCE

1. [Subarticle: Implementation of Child–Parent Psychotherapy in a Virtual Setting](#)
2. [Subarticle: Tulane Infant and Early Childhood Consultation Supports and Services \(TIKES\)](#)
3. [Subarticle: Louisiana State University Health Sciences Center Infant Team](#)

4. [Subarticle: Louisiana State University Behavioral Science Center Outpatient Services](#)

---

5. [Suggested Citation](#)

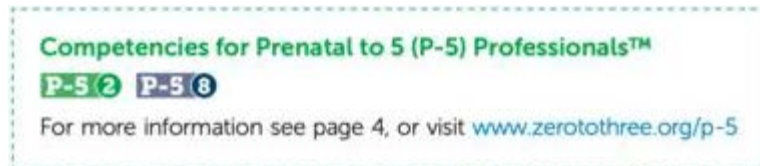
---

6. [Authors](#)

---



Published on December 17, 2020



## Abstract

*The COVID-19 pandemic threw a spotlight on telehealth as a mechanism for programs and professionals who provide direct services to young children and families to be able to continue essential supports and services. Providers, agencies, and insurance companies had to rapidly evolve in order to reach families and other caregivers in new ways. This article describes how four different programs in Louisiana took action to ensure, as best as possible, the continuation of mental health services to children and families during an unprecedented global pandemic.*

In the spring of 2020, with the coronavirus pandemic gripping the nation, Louisiana required its citizens, with the exception of essential personnel, to quarantine in their homes. This unprecedented move was designed with the goal of “flattening the curve” (the attempt to slow the rising number of new virus infections) as Louisiana experienced staggering rates of COVID-19 infection, hospitalizations, and deaths. While the choice was difficult, it was necessary to save lives; however, the resulting effects on the provision of health and mental health services were dramatic and required immediate action to ensure access to and

continuity of care.

The COVID-19 pandemic has impacted all areas of health care requiring adjustments to how care is provided while simultaneously protecting patients, providers, and staff from the spread of the novel coronavirus. Prior to COVID-19, telehealth services were growing nationwide due to a well-documented shortage of mental health providers especially for children in the birth to 5 years age range and their caregivers. The COVID-19 pandemic thrust telehealth into the forefront, challenging providers, agencies, and insurance providers to rapidly change and implement plans to reach families and other caregivers in new ways. The four programs described in this article experienced the issues, challenges, and success (to the extent possible under extraordinary circumstances) of working to ensure the continuation of mental health services to children and families.

## MEMBER EXCLUSIVE

This content is available only to ZERO TO THREE members. In addition to outstanding resources like this, ZERO TO THREE membership provides a wide range of valuable benefits and exclusive opportunities to connect with your peers.

[LEARN MORE](#)

[Already a member? Sign In](#)

Become a Member

Ready to join? Connect today.

[LEARN MORE](#)

Support ZERO TO THREE

Your gift helps ensure that all babies and toddlers have a strong start in life.

[DONATE](#)

Become an Advocate

Become a big voice for little kids by joining our policy network.

[TAKE ACTION](#)

[Sign In](#)

[Become a Member](#)

[Bookstore](#)

[Blog](#)

[Media](#)

1255 23rd Street, NW

Suite 350

Washington, DC 20037

(202) 638-1144

(800) 899-4301

[About Us](#)

[Our Work](#)

[Our Team](#)

[Media](#)

[Careers](#)

[Contact Us](#)

[Reprints & Permissions](#)

[Explore Our Topics](#)

[Early Development & Well-Being](#)

[Early Learning](#)

[Parenting](#)

[Policy & Advocacy](#)

[Resources & Services](#)

[Member Resources and Savings](#)

[Annual Conference 2021 - Save the Date!](#)

[Critical Competencies for Infant-Toddler Educators](#)

[Books to Help Children Manage Big Emotions](#)

[Resources to Empower Parents](#)

[Virtual Events Calendar](#)

[Virtual Training Institutes](#)

[Mathematica – We Grow Together Field Test Report](#)

[Support Our Work](#)

[Donate](#)

[Become a Member](#)

[Get Involved](#)

[Join the Policy Network](#)

[Advocate for Babies and Toddlers](#)

[Connect](#)

[Member Connect](#)

[Facebook](#)

[Twitter](#)

[Instagram](#)

[LinkedIn](#)

[YouTube](#)

Copyright © 2021 ZERO TO THREE All rights reserved.

[Privacy Policy & Disclaimers](#)

[Terms & Conditions](#)