

## **Virtual Music Therapy Service Delivery: Developing New Approaches & Models<sup>1</sup>**

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As the global coronavirus pandemic transforms our society, music therapists must adapt delivery models based on these evolving circumstances. While there are several virtual service delivery barriers, there are also great opportunities to serve those who are struggling to cope within our communities, healthcare systems and educational settings. Our skills and creativity are needed now more than ever.

**Goal:** Deliver virtual music therapy(VMT) programming (telehealth/videoconferencing) to address goals of care in formats that are accessible and appropriate for the patient/client's needs and abilities.

**Action item:** Develop a service delivery model that outlines a three-tiered approach for successful VMT delivery.

### **VMT Outline: Curated resources, Original content & Virtual service delivery**

**Tier 1 Develop curated resources:** Identify pre-existing content (videos, music-making instructions) available via the internet that reinforce the therapeutic potential of music, social emotional learning concepts, and/or provide comfort. Note, some resources may require copyright permissions. Please seek further permission, clarity or licensing if required by the source content owner(s).

*Use your skill and perspective as a music therapist to curate a list of music engagement videos that are suitable for the population you serve. If you are in private practice, these will be welcome resources as you likely have the best perspective on what is appropriate for those individuals. If you work in an organization, communicate with digital health partners and those responsible for maintaining the website so they can use your expertise to identify the most useful resources for the populations they serve.*

**Tier 2 Create original content:** Develop and record short videos to address therapeutic goals. For example: finger play songs for infants and toddlers, preschool and early childhood music, relaxation videos for teens and adults, instrument workshops, and therapeutic music lessons to develop coping or new recreational skills. Please note, copyright protection applies to livestreams and digital conferencing platforms. Music sources and publishers must be referenced and recognized. Credentialed MTs

<sup>1</sup> The authors kindly shared this information with the American Music Therapy Association as part of its COVID-19 resources and available to Board Certified Music Therapists at [www.musictherapy.org](http://www.musictherapy.org).



using public online platforms (e.g. Facebook live) under Tier 2 are advised to be careful regarding copyright and consider licensing or permissions needed for music that is not in the public domain, original, or improvised.

*Your experience as a music therapist and relationship with the patient/client will make these videos more useful for those you serve. Are there songs you have used in sessions that might be appropriate to create videos for?*

**Tier 3 Implement VMT via Telehealth approach:** There are several options available from a telephone call to videoconferencing using a tablet and an app.

### **VMT Practical, Operational and Clinical Considerations**

#### **A. Practical considerations:**

- I. your patient/client's ability and ease with access
- II. is there a caregiver that could assist with the technology?
- III. even though many organizations are relaxing HIPAA standards in response to the pandemic, confirm that the system you use is approved by your organization and/o ensures adequate security for private (nonpublic) MT telehealth services.

#### **B. Operational considerations**

##### **I. Identify Essential Technology and Workstations**

- Hardware: Computer, digital interface, microphone, webcam
- Software: Garageband (mac) or Cubase (pc)

##### **II. Tele-Sessions Instructions and Procedures**

- Initiate contact and patient/client communication
- Marketing via MT flyer materials
  - \*see appendix A
- Method for contacting patient/clients
  - Audio options: phone, Google voice, Jabber, Webex
  - Video options: Zoom, Skype, Facetime
    - \*Note U.S. Government relaxed restrictions on media platforms to allow use as HIPAA compliant methods of service delivery during the state of emergency; however, always consult with your specific site or organization.
- Procedural flowchart
  - Suggested process and documentation
    - \*Medical settings see appendix B
    - \*Private practice see appendix C

#### **B. Clinical considerations**

**I Intervention Procedures VMT deliverable**

- Music assisted relaxation and imagery
- Lyric and Songwriting technique
- Playlist creations
- Resource identification

*Appendices Follow Next Page*

# Music Therapy Has Gone Virtual

## Expressive Therapy at Cleveland Medical Center

### VIRTUAL MUSIC THERAPY

Music therapy is now being offered virtually via phone and video conferencing. Music therapy services are offered to inpatients and outpatients by board-certified music therapists. Music therapy helps to:

- Improve coping
- Improve socialization
- Manage pain
- Modify mood
- Reduce anxiety and stress

### HOW TO REFER

In UH Acute Care, select patient for whom you are referring:

“Enter Order” →

Type in “Music Therapy Referral” →

Double click “Music Therapy Referral” →

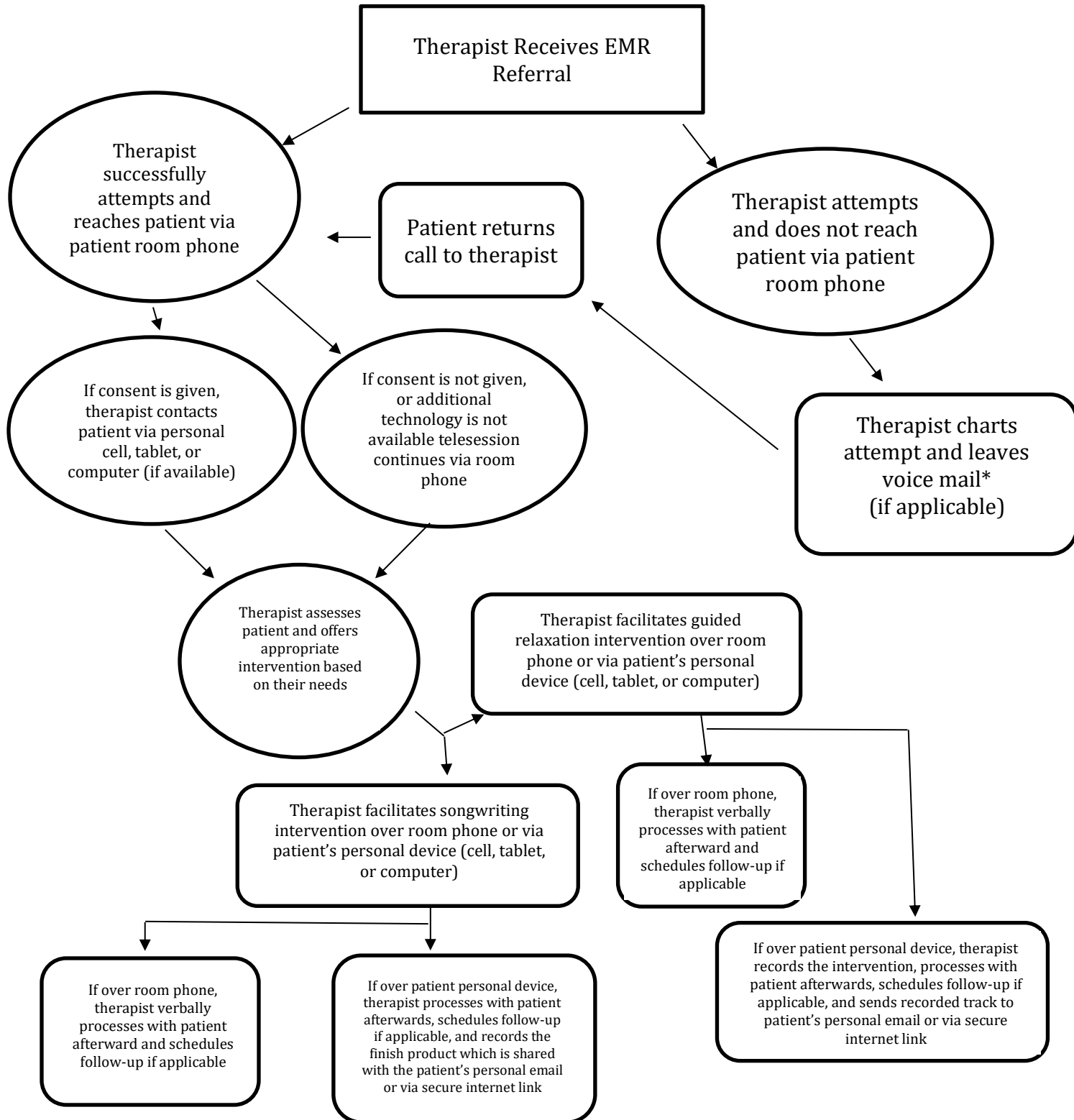
Select reason for consult from drop down menu →

Click “OK” → “Submit Order”

If you have any questions, please contact:

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## Medical Setting Procedural Flowchart



## Private Practice Procedural Flowchart

