

Clinician FAQs

How are clinicians selected for the platform?

Trusst works with local, trusted referral networks (doctors, providers, mental health professionals, schools, etc.) to identify the most highly-respected and qualified local clinicians. Clinicians must have an independent clinical license to provide counseling (LCSW, PsyD, PhD, LMHC, LPC, LMFT, etc.). Clinicians who have at least three years and 2,000 hours of direct clinical experience can be publicly found and selected by clients through the Trusst app/website (“public” seats) in addition to inviting clients privately (“private” seats). Clinicians with less experience can still use the Trusst app, but will be limited to “private” seats.

What does the clinician application and on-boarding process look like?

You will be required to complete and submit a clinician application, and upload your requisite documents (license, malpractice insurance, etc.). As part of the application, you will also be asked to submit a photo head-shot, a bio (written and video), and your area of expertise and desired client demographic. Each application will be carefully reviewed by the Trusst team. Approved applicants will then undergo introductory training for the Trusst platform. Support will be provided throughout the application and on-boarding process.

What sort of equipment do I need?

It’s quite simple. All you’ll need is either an iOS or Android device (smartphone, tablet, etc.) and a reliable internet connection.

I’ve never done this before. What kind of support do I receive?

Prior to meeting with clients, you will receive an empirically-based treatment guide as well as in-person/video training with a Trusst team expert. Rest assured that you will have ongoing support during your partnership with Trusst.

How does Trusst match me with clients?

Clients match with you through two ways:

1. Referral sources can provide your name or unique Trusst ID number directly to a potential client (“private seat”); and/or,
2. Potential clients can use the website and app to search for clinicians by location, treatment method, or specialty (“public seat”). Based on your preference, you can select whether you are interested in private and/or public seats. Keep in mind that in order to match with a client you must be licensed in the same state in which the client is a resident.

How will you help me grow my practice?

While we are a remote technology platform, we are building an authentic network of trusted relationships with doctors, schools, and community agencies. We will be advertising and working diligently to direct clients to the platform where they can find your bio. We will also provide guidance on how to promote yourself and draw new clients to you. Lastly, we will provide tips on time management and effective use of the platform to ensure your clients get excellent care without overwhelming your schedule.

How much can I earn per month?

This will depend on your caseload. Trusst shares revenue with the clinician, and offers a tiered revenue incentive structure ranging from 50-90% of revenue. There is no limit to maximum earning potential.

Up to 50 clients, you will earn 50% of the revenue. For example, if you have 10 clients sign up monthly at \$199/month, you would earn \$995/month. You can see ~10-15 clients per hour using Trusst.

51-100 clients 60% revenue
101-150 clients..... 70% revenue
151-200 clients 80% revenue
201+ clients 90% revenue

How is client payment handled?

All Trusst payments are handled directly through the Trusst application. Clients do not pay you directly, and there is no cost to you to use Trusst. Say goodbye to worrying about billing and insurance payments! We got you covered.

How do I get paid by Trusst? Am I an employee?

You will fill out a W-9 tax form as part of your on-boarding procedure. Once approved, you will be accepted as a Trusst “contractor,” not an employee.

When and how often will I get paid?

You will receive monthly payments at the end of each month (with your percentage of the revenue pre-calculated for your convenience).

Do I need my own malpractice insurance?

Yes. We ask that you are covered up to \$1,000,000/\$3,000,000. Proof of malpractice insurance must be uploaded as part of the application process. While we do not provide malpractice insurance for clinicians, we can help you identify a low-cost option if you need assistance.

What are the liability issues with online therapy?

The liability issues associated with text messaging therapy are the same liability issues you face with any tele-medicine treatment. Each therapist should confirm that their insurance covers tele-medicine and does not have any exclusions for delivery of services through written communication. Clinicians are not liable for emergency services per our user agreement.

How does Trusst handle emergencies?

There are no emergency services handled through Trusst. All clients using Trusst who are in need of emergency or crisis services will be directed to call 911 or seek out the nearest emergency room. This is explicitly stated in the user service agreement.

Is the Trusst app confidential and privacy protected?

Yes! The Trusst application is fully HIPAA-compliant and completely confidential.

How often am I expected to check in with clients?

You are expected to respond to clients within 24 hours of them reaching out, Monday – Friday. You are not expected to be “on call” and available 24/7, as Trusst is an asynchronous remote messaging application for non-emergency services. On average, clinicians communicate with clients 1-2 times per day. You are not expected to respond to clients on federal holidays. If you will otherwise be offline for a period of >24 hours during the business week, you are expected to inform your clients and our support team in advance.

Are there specific hours in which I can message with clients?

No. You are only expected to respond to clients Monday – Friday within 24 hours. It is up to each clinician to best manage his/her own time and schedule. Do what works best for you and your clients!

How much time should I spend messaging with each client?

Each clinician will have a different approach to time management and we expect that you will find a flow that works for you. As a general guideline, we believe you should be able to message with approximately 15 clients per hour. In other words, you should be able to communicate with 15 patients online in the time it conventionally takes to see 1 client for an in-person session.

What should I do if a client is not messaging?

We expect variability in the frequency of client messaging (some will message every day, some much less). Use your own clinical judgement as to when you might want to check in with the client if you have not received any messages in some time. This may be something you want to discuss with each client when first starting out. As a general guideline, however, you should plan to check in with clients at least once per week and continue to follow up if you do not receive a response. The Trusst platform is also built to assist you in prioritizing communication with clients who are either waiting for a response or who have not communicated in some time.

Do I need to be in a specific location while using the Trusst app?

No. As long as you are in a secure location and are licensed in the same state in which the client is a resident, you can physically be located anywhere. Hello flexibility!

What should I do if I feel at risk or uncomfortable with the conversation?

If, for any reason, you feel at risk or uncomfortable with a conversation, please reach out to the clinical team at Trusst and we'd be happy to help.

What should I do if I am sick/away?

Simply inform your clients if you are out sick or away. You will be able to post an “away” message. Clients will be eligible to receive a prorated refund if you are away for an extended period of time.

Can I see clients for in-person sessions as well?

Yes! Trusst does not intend to replace in-office therapy, but rather strives to make therapy more affordable, accessible, and convenient. In fact, the Trusst app is an excellent supplemental tool to use in partnership with office visits. Some clinicians may wish to use the Trusst app in addition to in-person office sessions (for current and/or new clients), while others may choose to interface remotely with clients solely through the Trusst platform. This is a tool to help you manage and grow your private practice, making you a more efficient clinician. We trust you to decide what works best for you and your clients.

Is on-line therapy effective?

While research is ongoing, numerous studies have already established that mobile technology (such as remote messaging platforms) can effectively help individuals facing common mental health conditions — such as depression, anxiety, stress, substance use, and post traumatic stress disorder, among others — live happier, healthier, and more balanced lives.