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## ABSTRACT

Benefits and detriments of telepsychology during COVID-19 in Japan through interview analysis

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The purpose of this study was to clarify the current benefits of and problems with telepsychological support in Japan during COVID-19 by interviewing psychologists who provide such support. The subjects of the study were 12 psychologists who are both licensed psychologists and clinical psychologists. As a result of interviews, the following aspects of remote psychological support were identified: (1) the possibility of access to previously inaccessible clients, (2) the maintenance of connection with clients while preventing infection, (3) the difficulty in communication, (4) the ingenuity in communication, (5) the possibility of adaptation to clients with severe disease levels, and (6) the difficulty in dealing with emergencies. The advantages and disadvantages of remote psychological support were clarified. It is necessary to devise ways to improve the disadvantages of remote psychological support and to take advantage of its merits in the future. It was suggested that, although remote psychological support was started “out of necessity” due to COVID-19, there is a need for a “positive” attitude toward remote psychological support, to take advantage of its merits.

**Key Words:** telepsychology, COVID-19, online counseling, interactive video conferencing system

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