

Virtual Patient Care Simulation Interview Observation Guideline

STUDENT NAME _____

DATE _____

INTERVIEW/SCENARIO _____

<p>Builds Relationship</p> <ul style="list-style-type: none"> - Greets and shows interest in patient as a person - Uses words that show care and concern throughout the interview - Uses tone, pace, eye contact, and posture that show care and concern - <i>Asks if in a private location, if others are off-camera, establish confidentiality/safety</i> - <i>Looks into video camera</i> - <i>Uses adequate audio volume</i> - <i>Face and shoulders framed in screen</i> 	<p>Comments</p>
<p>Opens Discussion</p> <ul style="list-style-type: none"> - Allows patient to complete opening statement without interruption - Asks "Is there anything else?" to elicit full set of concerns - Explains and/or negotiates an agenda for the visit - <i>Discusses risks/limitations & obtains consent for tele/video encounter</i> - <i>Indicates whether or not session is recorded</i> 	<p>Comments</p>
<p>Gathers Information</p> <ul style="list-style-type: none"> - Begins with patient's story using open-ended questions (e.g. "tell me about...") - Clarifies details as necessary with more specific "yes/no" questions - Summarizes and gives patient opportunity to correct or add information - Transitions effectively to additional questions - <i>Takes into account potential video/audio lag to prevent speaking over patient</i> 	<p>Comments</p>
<p>Understands Patient's Perspective</p> <ul style="list-style-type: none"> - Asks about life events, circumstances, other people that might affect health - Elicits patient's beliefs, concerns and expectations about illness and treatment - Responds explicitly to patient's statements about ideas and feelings 	<p>Comments</p>

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<p>Shares Information</p> <ul style="list-style-type: none"> - Assesses patient's understanding of problem and desire for more information - Explains using words that patient can understand - Asks if patient has any questions - <i>Shares screen view where appropriate</i> 	<p>Comments</p>
<p>Reaches Agreement</p> <ul style="list-style-type: none"> - Includes patient in choices and decisions to the extent he/she desires - Checks for mutual understanding of diagnostic and/or treatment plans - Asks about patient's ability to follow diagnostic and/or treatment plans - Identifies additional resources as appropriate - <i>Explicitly states when an in-person visit may be required vs. another virtual visit</i> 	<p>Comments</p>
<p>Provides Closure</p> <ul style="list-style-type: none"> - Asks if patient has questions, concerns or other issues - Summarizes - Clarifies follow-up or contact information - <i>Acknowledges patient and indicates when ending tele/video interview</i> 	<p>Comments</p>
<p>Tele/Video (Virtual) Specific Feedback</p> <p><i>Camera Position (too high/low)</i></p> <p><i>Lighting (bright/dark)</i></p> <p><i>Audio (volume, muting, etc.)</i></p> <p><i>Background (professional, tidy, limit distractions)</i></p> <p><i>Body language</i></p> <p><i>Professionalism (punctual, respectful...)</i></p>	<p>Comments</p>

Additional Comments:

Facilitator Name _____