Virtual Patient Care Simulation Guide for Students



Virtual Care Definition:

"Virtual care has been *defined* as any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies with the aim of facilitating or maximizing the quality and effectiveness of patient care."

Broad objectives:

In the ambulatory virtual care setting, the student will:

- Demonstrate the basic ability to assess a patient directly or indirectly with a family member (depending on the clinical scenario).
- Demonstrate the application of communication skills in patient and preceptor communication.
- Discuss how to determine if patients can be managed safely remotely or require an "in person" visit.

Session details:

Virtual Patient Care Simulation (VPCS) small group sessions will provide learners with communications skills practice. Sessions details are as follows:

- 5-6 students, a faculty facilitator and a standardized patient (SP).
- Students will schedule themselves (or be scheduled into) a pre-booked videoconferenced session (i.e. Webex, Zoom, or Google Meets).
- All students, SPs and facilitators link in from home on smartphone, tablet, or computer with video capability. Keep camera on and sound on mute (unless speaking).
- Sessions will be 120 minutes in length allowing time for:
 - Introductions, determine order of students and timing 10 min.
 - Each student completes a simulated virtual interview (e.g. 10 min. interview with SP and 5-7 min. feedback) – 90-100 min.
 - Session Feedback, Reflection & Intention 10-20 min
 - Give feedback on the session, standardized patient/scenario, etc.
 - Reflect on how you will apply what was practiced in actual virtual patient interactions in the future? Consider elements such as technology, relationship building, consent, documentation.
 - Remember to complete the evaluations provided on medportal.
- Scenarios: 6 primary care "10 min visit" cases using the same SP (the adult):
 - o Adult x 2

- Madit X 2

- Elderly family member issue (adult SP describing issue of their parent) x 2
- o Infant issue (adult SP as parent describing issue of their child) x 2.

¹ Shaw J, et al, Virtual care policy recommendation for patient-centre primary care: Findings of a consensus policy dialogue using a nominal group technique. *Journal of Telemedicine and Telecare*, 2018, Vol. 24(9) 608–615

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Preparing Your Space

Positioning your camera:

- Position your camera at eye level (you can use books or a box to prop up your laptop) for a more straight-on perspective of you - if your camera is lower, you are more likely to be hunched over
- Always do a video check before you start to make sure that your screen is elevated and you do not have a lot of headspace between you and the top too much gap in between can make you look like you are just a floating head
- Make sure your video is not just of your whole face by pushing your camera back a little and positioning it lower, you will frame more of your upper body and give those watching you a better perspective

Lighting:

- The best lighting is natural lighting so try to position your camera so you are facing a window
- Make sure the sun is not directly in your eyes because it will cast a strange shadow across your face
- Make sure the window or any other light source is not behind you it will make you look dark on camera and viewers will not be able to see your face
- If you are in a room that does not have windows or you cannot position yourself near one, you can position a lamp near you

Audio:

- Test your audio connection in advance of your video conference the best thing to do is to call someone and try it out (ask if they can hear you clearly and if there is a delay or lag)
- Turn music off and close windows
- Make sure your phone is on silent
- Using a headset with a built-in microphone is the best way to minimize background noise and to ensure clear audio
- Consider muting your microphone when not speaking (if appropriate)

Backgrounds:

- Be mindful of what is happening behind you keep it professional
- Keep the area clean and tidy
- Keep doors closed to minimize noise and distractions
- Utilize blur features or replace background with an image (if applicable)

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Video Body Language



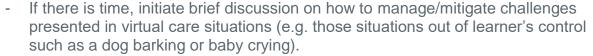
- Look at the lens when speaking
- Always assume your audience will see everything you do
- Avoid pointing at the camera and folding your arms
- Wear casual professional clothing
 - o avoid distracting patterns and shiny fabrics and jewelry

Providing Feedback









Video Conferencing Guides and Tutorials

Zoom: https://cto.mcmaster.ca/app/uploads/2020/03/Zoom-Quick-Start-Guide.pdf

Google Hangout: https://www.youtube.com/watch?v=Kkgdc92KMnQ

Webex: https://www.youtube.com/watch?v=60IX A3Ingo