

### **Pre-Encounter**

- You will join the BlueJeans meeting according to the schedule you've received for the day. Please make sure to join the meeting associated with your name only.
- The Proctor in your room will be with you all day. Please communicate any problems immediately with them. They are there to help. The Proctor will make sure you are all set before the first learner enters.
- Either print out or have open in another tab the schedule for the day.
- Remember to change your visible name in BlueJeans to your case name followed by your initials.
- Make sure you are logged into LearningSpace. Confirm the list of learners corresponds with your schedule emailed to you.
- Make your performance space as distraction-free and professional as possible.
- Cell phone off unless you are using it for the encounter.
- You do not need to wear a hospital gown.
- If you need to communicate with your trainer, please email or call them or ask the proctor to reach them during a break.
- Your proctor will mute and unmute audio and video as necessary

### **During the Encounter**

- The learner will conduct the same focused history they would do if they were face-to-face with you.
- The learner will talk through the physical exam. Give findings after each maneuver. E.g. "I'm pressing in your left lower quadrant" "That hurts, like an 8 out of 10".
- Any findings cards will be displayed by the proctor.

### **Checklist & Feedback**

- Communicate with the Proctor immediately if you are unable to access the checklist or are having any trouble.
- Make sure you are filling out a checklist for the correct learner.
- Feedback should be about observable interpersonal skills in this context – did they make empathetic statements, restate what patient says, make an effort to compensate for the limitations of the setting, etc. Learners have not been trained to telehealth sessions with patients, so anything that is a product of this setting should not be a focus of feedback.
- If the learner uses jargon to describe a physical exam maneuver or mentions what they are assessing during the physical exam, do NOT use this as a point of constructive feedback. This is a construct of this kind of encounter and should be overlooked for feedback. Keep feedback focused on interpersonal behavior.

### **Post-Encounter**

- After all your learners are complete, please debrief with the Proctor. Note any issues or items that came up for which you felt unprepared. This will help us fine-tune future sessions. You may also fill out a feedback form online when you submit your SPMS timesheet.

***THANK YOU – we couldn't do this without your professionalism, patience, and expertise.***