

The COVID-19 pandemic has highlighted the value of telemedicine. Most health systems quickly converted to telemedicine visits and many medical schools moved to offering remote standardized patient encounters to meet the objectives of pre-clinical and clinical courses.

We anticipate that the use of telemedicine will grow and you will be expected to support telemedicine visits during your 4th years and to engage in telemedicine as you enter residency. While you have learned patient centered communication and patient interviewing skills, telemedicine requires a different skill set. Good telemedicine skills require a combination of best practices in the use of the video platform and web-side communication skills.

We have created a 2-week online course. We can accommodate 25 students every 2 weeks and are hopeful that you will consider signing up for this course at the beginning of your fourth year so you can use what you have learned in other rotations.

MD-2002 Telemedicine: From Bed-side to Web-side

Goal of course:

Objectives:

1. Understand the appropriate use of telemedicine.
2. Understand the ethical practices and legal requirement for using telemedicine.
3. Have a basic knowledge of telemedicine technology.
4. Understand how to maximize patient safety.
5. Use web-side verbal and nonverbal communication skills to create effective rapport and demonstrate empathy in a telemedicine visit.
6. Obtain a history during a telemedicine visit.
7. Select which physical exams to perform based on the differential.
8. Document a telemedicine visit in SIM-IQ.

Timeline:

In order to meet these objectives, we have selected/created the following required learning activities.

Weeks 1

1. Complete an online module: "[Telemedicine: a practical guide for incorporation into your practice](#)" offered by the American College of Physicians.
2. Select a journal article, website or other resource from the list provided and complete a summary (annotation) to be uploaded to VIC Portal to create a shared repository for the class. (format provided)

Week 2

1. Complete “Conducting a Remote SP (Standardized Patient) Encounter PowerPoint module.
2. Review “The Elements of a Verbal and Non-Verbal Telecommunication Skill Set”
3. Sign up for and complete a 1-1 telemedicine encounters with an SP—you will receive verbal feedback about your web-side manner right after the encounter.
4. Complete a post encounter note in SIM IQ—you will receive feedback on the note within 2 weeks of completing the course.

Grading:

The course will be graded pass/fail. To pass the course, students must:

1. Complete the ACP modules and upload proof of completion. (screenshot) by the end of week 1- Friday 11:59 pm.
2. Complete and upload the journal summary by the end of week 2- Friday 11:59 pm
3. Complete the SP encounter.
4. Complete the post-encounter note within 2 weeks of completing the course by Friday 11:59 pm.

Students failing to complete any requirement will receive an incomplete until the requirement has been completed.

Cate Nicholas EdD, MS, PA is the course director and is available for questions via email.

cate.nicholas@med.uvm.edu or you can request a ZOOM meeting.