William Alanson White Institute
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Telemedicine Training Competencies
Please rank your competency Before/After the training
0 = No Experience   10 = Expert

Clinical Competencies   Before/After
- Developing rapport & Eye contact   _____/_____
- Online inhibition/distancing via video   _____/_____
- Managing patients during times of crisis   _____/_____
- Conveying empathy & building an alliance   _____/_____

Assessment Competencies
- Differences (smell, full view of body, dress, person in movement, gait)   _____/_____
- Visual/auditory cues, affect, tone/fluidity of voice, facial expressions   _____/_____
- Video/Audio delay or disruption   _____/_____

Ethical Competencies
- Authenticating identity & Assessing/treating someone you may not meet   _____/_____
- Training in clinical, technological, and cultural issues   _____/_____
- Informed Consent   _____/_____
- Reviewed at least 2 sets of telemedicine guidelines   _____/_____

Legal Competencies
- Inter-jurisdictional Practice   _____/_____
- Reimbursement regulations   _____/_____
- HIPAA/HITECH/Business Associate Agreements   _____/_____
- Malpractice insurance   _____/_____
- Duty to warn/Duty to protect/Right to Privacy around gun ownership   _____/_____

Technological Competencies
- Download, install software, set up account, log in, 2 platforms   _____/_____
- Basic settings: Resize, Move windows, Turn on/off microphone & speakers_____/_____

Environment/Facility Setup Competencies
- Chair positioning & Lighting, Noise in/out   _____/_____
- Background & Privacy, room scan   _____/_____

Cultural Competencies
- Digital natives / Immigrants & Expectations of Privacy & Social Media   _____/_____
- Setting/geography, faith-based/community organization,   _____/_____
- Weather, local news, activities, Language/ability/ethnicity   _____/_____

List at least 3 Services of Telemedicine

List at least 3 of the Competencies for Telemedicine

List 3 critical requirements for a Telemedicine Emergency Plan

Why do you need a secondary way to communicate such as phone?

How did this training meet your expectations?

What could be done differently?

Which section was most helpful & why?

What future trainings would you attend and how much time would you take to participate?

How do you use telemedicine in your current or future practice?

What is your next step for telemedicine?

Have you read at least 2 Telemedicine Guidelines?
Have you created at least 2 platform accounts?
Have you completed at least 1 hour of Video time in at least 2 sessions?

Name & Credentials: _____ Signature: _____ Date: _____