Competency Assessment Checklist for Residents

Name:		Date:	
Profession:			
No.	**Teleprovider Checklist Item**	**Yes, No N/A**	**Comments**
	Provider-Side Set Up		
1	Ensures provider-side environment is secure and private		
2	Ensures the video equipment is working and can restart it if needed.		
3	Ensures the provider has the contact list of the clinic team, the facility telehealth coordination team, and the national telehealth help desk.		
	Patient Engagement		
4	Determines the provider and patient can see and hear each other adequately.		
5	Discusses environmental privacy with patient and recommends remedial action if needed.		
6	Obtains the number to contact patient in case of disconnection for telehealth to home. (Telehealth to clinic: the number is provided)		
7	Patient is part of the shared decision making and understands the plan.		
	Teleprovider Behaviors		
8	Looks directly at the camera, approximately every 30 seconds, to simulate eye contact with the patient.		
9	Positions self wholly and gestures within the camera frame		
10	Balances attention appropriately between patient and documentation.		
11	Speaks naturally (does not raise voice if not needed)		
12	Avoids extraneous noise near the mic (tapping, shuffling papers).		
13	Maintains professional demeanor throughout.		
14	Places, ends, accepts, and rejects a video call.		
15	Adds a video call to an existing video call. (Warm handoff)		
16	Pans, zooms, and tilts the camera on the patient side.		
17	Toggles the volume and uses mutes as needed. Applies headset and adjusts volume for patient and caregiver if needed		
18	Shares screen to presentation mode.		
	Telepresenters (If applicable)		
19	Directs the examination in a clear language and a logical order that is understood by the telepresenter and/or the patient.		
20	Clarifies any findings that require telepresenter interpretation within the telepresenter's skill set		
	Encounter		
21	Completes the encounter on the patient side		
22	Completes the encounter on the provider side adding the telehealth modifier (95). (Add all diagnosis that apply, the first must match to patient side note)		

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Telehealth Faculty

Boise VISN 20 Clinical Resource Hub in TelePrimary Care and Center of Education and Interprofessional Collaboration