
Ball State University

Athletic Training

Telemedicine Encounter Instructions (Patient)

Learning Objectives

- To reverse roles and learn from the prospective of the patient.
- Enhance knowledge regarding common athletic training conditions.
- Develop greater appreciation for the patients' feeling during a telemedicine experience.

Description

The purpose of this document is to lay out the requirements for telemedicine patient encounters when you are the patient. You will find a list of instructions and resources to help guide you through the patient telemedicine process. Understand that these encounters are meant to further your knowledge, enhance your skills, allow you to think critically, and to practice engaging via telemedicine.

Directions

1. You will serve as a patient during telemedicine encounters with other AT students. The key to this process is that you prepare and take the role seriously.
2. You will be provided a patient case that you will be portraying.
 - a. Make sure that you read through the document fully and carefully. The goal is to memorize the key items of the case.
 - b. To ensure understanding of the case, training sessions will be held with faculty members where the most important parts of the case are detailed and questions can be asked.
 - i. You should have the case memorized and study prior to the training session
 - ii. You cannot simply rely on this meeting to learn this case. You must study the case on your own.
3. Scheduling the appointment:
 - a. You will be contacted by an AT student serving as the clinician to schedule an appointment.
 - b. Respond to their request for an appointment within 24 hrs, and respond as if you are the patient.
 - c. Work in collaboration with the AT student to find a time that works for both of you to complete the appointment.
4. During the telemedicine appointment:
 - a. Come prepared
 - i. Know your case, dress appropriately, make sure all technology works, and find a quiet space.
 - b. Suspend reality
 - i. From the second the camera comes on you are the patient. Stay in character throughout.
 - ii. Put yourself in the shoes of a patient.
 - c. Engage with the clinician and ask questions.
 - d. If you forget something about your case, just act like someone with this condition would

5. When the encounter is over:
 - a. Debrief with the clinician
 - i. Provide information regarding things the clinician did well or things they could improve on
 - ii. Tell them information you had about the case they may not have asked about
 - iii. Give feedback on their interpersonal skills as a clinician
 - iv. Seek feedback from their perspective on how you were as a patient
 - b. Reflection
 - i. Complete a brief video reflection on your experience as a patient for a telemedicine case
 - ii. The video should be between 2-4 minutes in length
 - iii. In the video address these questions:
 1. What can you learn from this encounter that will make you a better clinician?
 2. What did you do well in your role as a patient?
 3. What do you think you could have done better as a patient?
 - iv. Upload your reflection video into your Box folder