

NP Residency Precepting Policy and Procedures COVID-19 Response – Telephonic or Face to Face Visits

In response to the COVID-19 health crisis, the NP Residency Program has made adjustments in its operations due to an increase in telehealth visits and remote employee work. This policy describes the procedures for precepting for the NP Residency Program in a range of different scenarios and defines the expectations of support and communication between preceptors and residents.

PSYCH NP RESIDENCY PROGRAMS

Starting Monday, March 23rd all Behavioral Health staff at CHC will be working remotely until further notice. The BH team has moved all patient visits to telephone or video using the Zoom platform. Resident appointments for precepted days will be scheduled based on the patient need via either telephone or video. Both preceptors and residents will be working in a remote setting and will utilize virtual communication tools to provide support in each visit. Precepting will be conducted virtually and the preceptor needs to be available for residents for the duration of the assigned precepted session by phone, lync or zoom if needed. This policy should be used as a guide but Residents and Preceptors should work together to figure out best modes of communicate for the smoothest and most efficient workflow possible.

Location of Resident: Remote

Visit types: Telephone

Location of Preceptor: Remote

Modes of communication: Phone, Lync

Resident will conduct the patient visit via phone. To discuss the case during the visit the Resident will connect with the preceptor by lync – text, audio or video call as needed (see below for instructions). Resident should put the patient on hold on the phone while connecting with the preceptor (**be sure to double check phone is muted**). Preceptor will provide guidance and support for the Resident regarding the visit and then resident can return to the call to complete the encounter. Resident should connect with the preceptor at any time during the session by the agreed upon mode of communication to further discuss this or any other cases.

Location of Resident: Remote

Visit types: Video

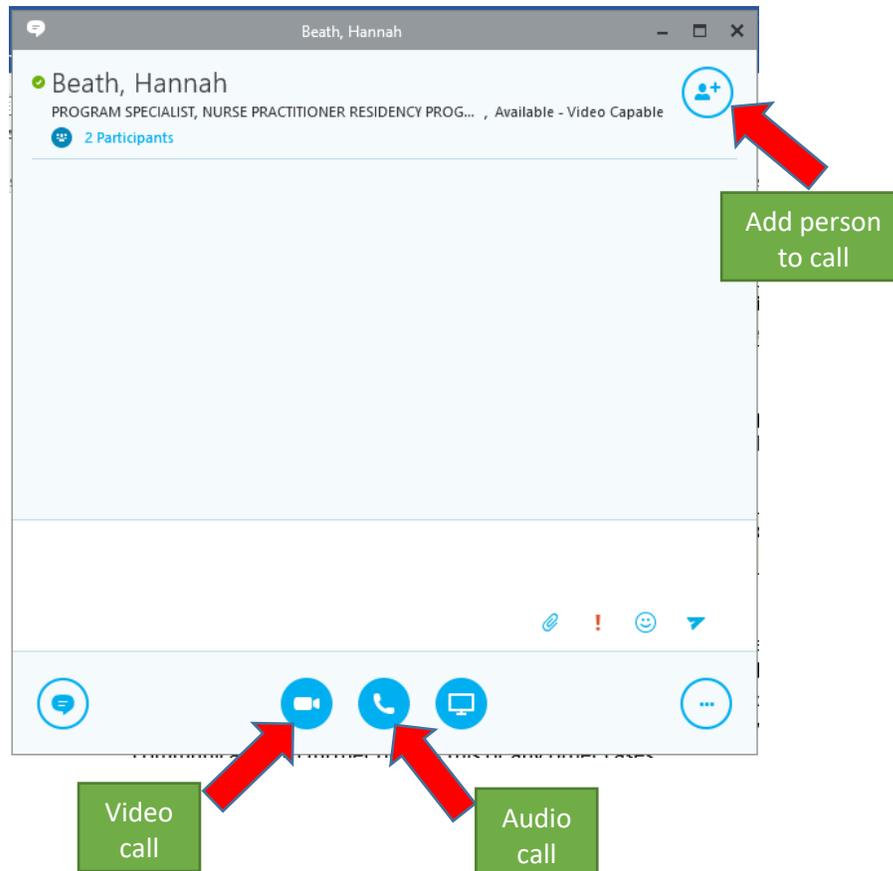
Location of Preceptor: Remote

Modes of communication: Phone, Lync

Resident will conduct the patient visit via video. To discuss the case during the visit the Resident will connect with the preceptor by lync. To discuss the case during the visit the Resident will connect with the preceptor by lync – text, audio or video call as needed (see below for instructions). Resident should put the patient on hold on the Zoom call while connecting with the preceptor (**be sure to mute audio and turn off video**). Preceptor will provide guidance and support for the Resident regarding the visit and then resident can return to the call to complete the encounter. Resident should connect with the preceptor at any time during the session by the agreed upon mode of communication to further discuss this or any other cases.

CONNECTING WITH PRECEPTOR USING SKYPE (LYNC)

1. Open a lync message with your preceptor.
2. On the bottom you can choose to do a video or phone call to connect.
3. If both residents and preceptor want to connect into one call – click the add button on the top right
4. To disconnect just hang up call. You can also mute your audio and turn off your video to pause the call.



<https://support.office.com/en-us/article/make-and-receive-a-video-call-using-skype-for-business-abf62493-670f-4b0d-b2cf-fe03b49caf42>