

## Telehealth Standardized Patient Checklist (non-licensed clinician BSW, etc)

### Behavioral Health Visit-Anxiety R/O Suicidal Ideation

Critical Assessment			
<b>Introduction</b>	<b>Yes</b>	<b>Somewhat</b>	<b>No</b>
The learner established that are in a safe environment.			
The learner obtained an emergency contact number at the start of the visit.			
The learner establish that you are alone for the visit.			
<b>Assessment</b>			
The learner elicited your chief concern.			
The learner obtained a brief history related to the concern/reason for the visit.			
<b>Communication</b>	<b>Yes</b>		<b>No</b>
The learner established and maintained rapport (created a respectful, collaborative working relationship)			
The learner elicited information clearly, and effectively.			
The learner demonstrated empathy (empathetic word choices, maintained eye contact, expressed concern and support)			
The learner avoided medical jargon or explained it without being prompted.			
The learner avoided distracting non-verbal behaviors (incongruent facial and verbal expressions, fidgeting, ect.)			
The learner avoided verbal and nonverbal judgmental behaviors.			
Did the learner instill confidence?			
<b>Follow-Up</b>			
The learner discussed a safety plan and/or suggestions for community services.			
Would you return to this clinician?			
<b>Total from each column</b>			
<b>Comments:</b>			