

# Telehealth Nurse

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	<span style="background-color: #28a745; color: white; border-radius: 10px; padding: 2px 5px;">HIGH</span> <span style="background-color: #ffc107; color: white; border-radius: 10px; padding: 2px 5px;">MEDIUM</span> <span style="background-color: #dc3545; color: white; border-radius: 10px; padding: 2px 5px;">LOW</span>
Assessment Skills	Telehealth Nurse, Communication Skills, Clinical Knowledge, Ethical Knowledge / Empathy

Competency/Skill	Candidate with this will display
Telehealth Nurse	<ul style="list-style-type: none"> <li>• Ability to translate general nursing to over the phone solutions</li> <li>• Can confidently ask questions remotely to semi-diagnose or diagnose health issues over the phone without having to physically be with patients</li> <li>• Excellent verbal communication skills</li> <li>• Remains calm under pressure when highly emotional callers present</li> </ul>
<b>Questions</b>	
	What challenges do you foresee by being a telenurse? How would you overcome these?
	How would you build rapport with patients that you cannot physically interact with?
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Communication Skills	<ul style="list-style-type: none"> <li>• Excellent communication skills over the phone</li> <li>• Can clearly articulate medical jargon to people with no medical knowledge</li> <li>• Ability to explain health-related messaging in a clear, concise and calm manner</li> <li>• Excellent written communication for medical notes</li> </ul>
<b>Questions</b>	
	How would you obtain all relevant information from a patient who was in distress?
	How do you explain technical medical terms to a non-technical person in this role?

	What would you do if you received a call from a patient who had a poor connection or line?
	How do you explain technical medical terms to a non-technical person in this role?
	What would you do if you received a call from a patient who had a poor connection or line?
	Describe a time where you have had to communicate an adherence or health plan to a patient who didn't understand what you were saying. How did you get around this issue?

### Comments

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Competency/Skill	Candidate with this will display
Clinical Knowledge	<ul style="list-style-type: none"> <li>Clearly demonstrates high level of clinical knowledge on a range of health issues and medications</li> <li>Must have experience as a registered nurse</li> <li>Can ask appropriate questions to understand presenting health issues without seeing the patient</li> </ul>

### Questions

	You receive a call from a concerned person whose friend has drunk too much alcohol. What would be the first question you would ask to assess the severity of the situation?
	Tell me about your Registered Nurse experience.
	What was the most complex case you have worked on? What was your involvement in it?
	Tell me about a time where you had to deal with an aggressive or hostile patient or family member.

### Comments

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Competency/Skill	Candidate with this will display
Ethical Knowledge / Empathy	<ul style="list-style-type: none"> <li>Understands and abides by laws of ethics</li> <li>Demonstrates a caring and empathetic nature with all clients and patients</li> <li>Understands cultural and religious differences in presentation and explanation of health issues</li> <li>Non-judgmental when working with patients</li> </ul>

<b>Questions</b>	
	Tell me about a time where you have demonstrated cultural/religious empathy or understanding in treatment of a patient.
	How would you handle client confidentiality, whilst maintaining documentation, when working with clients over the phone?
	Tell me about a situation when a patient has refused consent to treatment. How did you manage this?
<b>Comments</b>	