

WELLCAM



Wellcam Physician Training

Module 2

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Module 2: Working with Wellcam – The Basics



1. Licensing and Credentialing
2. Payroll
3. Technology and Security
4. Phone Requirements
5. Bedside Manner
6. Listening Skills
7. Telephone Skills

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Module 2: Licensing and Credentialing



- Wellcam upholds a strong commitment to maintaining and improving quality care throughout the Wellcam experience. Therefore, physician licenses and credentials are carefully monitored. This protects not only the patient but the physician as well.
- Wellcam tracks the expiration dates for both physician medical licenses and certifications. Our clinical department will notify you of any upcoming expiring license when license is due to expire.
- To maintain the high standards set forth during initial credentialing, each Wellcam physician is re-credentialed and trained periodically.

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Module 2: Calculating Payroll



Examples:

- Consult
- $(1 \text{ person} \times \text{consult fee}) = \payment (cfa)
- Payroll
- Payments are made directly into the physician's bank account at the end of each month

Module 2: Technology and Security



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Module 2: Technology and Security



- Basic computer skills
- Computer with high speed internet access
- The ability to allow pop-ups (notifications)
- Please add our URL to your trusted list.
<https://my.wellcam.net>
- DO NOT allow your computer to remember passwords
- Protect your computer from viruses sand other malware by installing a regularly running a virus protection system as McAfee
- Platform is designed to function on desktop, laptops, and tablets, that support flash. If you have a smartphone with Android or IOS, you should use the Wellcam app.

Module 2: Phone Requirements



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Module 2: Phone Requirements



- Phone must be capable of sending and receiving text messages.
- It is recommended to sign up for unlimited text messages.
- Text messages are sent from the Wellcam server, therefore the name of your cell phone provider is necessary.

Module 2: Bedside Manner



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Module 2: Bedside Manner



You are the voice of Wellcam in the 10-15 minutes you speak with the patient. Our members tell us that a good and positive bedside manner is preferred. Complaints regarding bedside manner could result in a QA review and termination of your contract.

- Friendliness (Smile when you speak)
- Speak slowly and clearly
- Attentiveness (Give them your undivided attention, listen without interruption)
- Caring attitude (Express empathy)
- Limit background noise, take your time and speak clearly

Module 2: Listening Skills



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Module 2: Active Listening Skills



Module 2: Verbal Active Listening Skills



Used to get more information, identify needs, and determine an appropriate solution

- **Acknowledgement Statements**
 - Used to show empathy toward the patient's situation by accepting his/her feelings
- **Paraphrasing**
 - Used to check understanding, confirm accuracy of the information, and clarify the patient's needs
- **Open Ended Questions**
- **Closed Questions**
 - Used to clarify your understanding, confirm interest/agreement, or uncover objections
- **Encouraging Statements**
 - Used to get more information by letting the patient know you are listening and interested in him/her

Module 2: Telephone Skills



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Module 2: Telephone Skills



Good verbal skills and effective communication are key in providing the best patient experience. Be sensitive to your surroundings; make sure you are in a quiet area where you and the patient can hear each other.

- Always make sure you are protecting the patient's privacy.
- If you use Bluetooth, please make sure it has the latest technology for voice quality.
- Do not conduct a consult where a distraction such as a television, children, or animals can be heard. Avoid conducting consults while driving.





Positive Effects

Cheerful, confident tones show enthusiasm, create interest and demonstrate self-confidence.

Negative Effects

Forceful tones may be intimidating. Weak tones may convey disinterest. Monotone voices may convey disinterest.



Positive Effects

Adjust your volume as needed based on the hearing needs of the patient to establish a comfortable rapport.

Negative Effects

Very loud volume may convey impatience or irritability. Very low volume may create frustration or may convey lack of your desire to help.

Module 2: Rate of Speech



Positive Effects

A good rate of speech conveys interest and engagement to the patient.

Negative Effects

Very rapid speech may convey disinterest and may create misunderstanding. Very slow speech or long pauses may create anxiety or give patients a lack of confidence in you.



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