

## UNIVERSITY OF PHOENIX

### Notice regarding telehealth and clinical courses and hours

Greetings MSN/FNP students,

Thank you for your patience as the College of Nursing has worked to provide plans for students that we hope are both helpful and supportive to those of you who are serving patients/clients and the community while also navigating your own personal and educational challenges.

As you are aware, we are reacting daily to the unprecedented evolution of the COVID-19 pandemic. To best support our students, the College of Nursing has been exploring options that will allow students to progress with their program as communities and agencies react and adapt to the COVID-19 pandemic. As a reminder, the University has established a [microsite](#) on Phoenix.edu that houses communication related to COVID-19.

With the ongoing national crisis related to COVID-19 virus we understand that students' ability to complete clinical requirements may be impacted due to facility or other restrictions. Students in clinical courses may be able to continue their clinical rotations if they are not symptomatic, their preceptor(s)/site(s) are willing, and if they feel safe doing so. Please be aware that this is contingent on these sites being able to permit students into their locations in accordance with state and local government restrictions that may change at any time.

However, we understand there may be circumstances in which a student may be unable to complete their clinical hours as planned. **In order to best support our students, we have developed the following options.**

#### **Telehealth hours**

As previously [communicated](#), students can complete up to 100 clinical hours (of the total required for the program) in a telehealth environment. Please note that since our last communication, the College has determined that telehealth hours can be completed remotely via a 3-way conference (phone or video) if allowed by the agency. The **guidelines listed below** must be followed for the hours to be acceptable. Please contact your Clinical Coordinator if you have questions or need additional details.

#### **Extended period to complete hours**

We previously communicated the IP grade option for students who cannot complete the clinical hours by the end of the designated course. However, we anticipate clinical restrictions to continue longer than originally expected. Therefore, the College of Nursing has determined that it would be better to allow students the flexibility to complete the didactic component of the course and earn a letter grade regardless of whether the associated clinical hours are completed before the course ends. Students can then progress and *complete hours as they are able*. **Please note that all hours must still be completed by the end of the Final Preceptorship course**, or an IP grade will be needed at that point.

Additionally, please note that any student who still needs to complete skills check offs in residency (v10) or other courses (v8) will receive an IP grade for the associated course until those check offs can be completed. Progression into clinical courses will be allowed as previously communicated, but students cannot complete any activities in clinical for which they have not been “checked off”.

Finally, if students have logged hours beyond the required minimum for a course they can apply those hours toward the total required for the program.

### **Temporary reduction of overall hours**

The program requirements are above the minimum requirement to sit for NP certification, which is 500 direct care hours in primary care. Therefore, **as a temporary measure to accommodate the shortage of clinical placement options due to COVID-19**, students who start the Final Preceptorship course (NRP/566 or NRP/590) by April 6<sup>th</sup>, 2021 will only be required to complete the 500 direct care hours in primary care. Students must still meet the minimum hours required by clinical focus (adult/geriatric, pediatrics, and women’s health). Please contact your clinical coordinator with any questions about those requirements.

As a reminder, you always have the option to take a break from courses if needed. You can choose to reschedule when you are ready to return. Please talk to your Academic Counselor if you need this option, so they can discuss the leave of absence process.

We understand that each student situation is unique, so **please review the options and reach out to your Academic Counselor and Clinical Coordinator** to discuss questions or concerns about these options for progressing in your program. As always, the College of Nursing is dedicated to supporting our students and we will continue to provide information to keep you informed.

Sincerely,

Kathleen Winston, PhD, RN  
Dean, College of Nursing

### **Telehealth Guidelines**

Please review the below guidelines and contact your Clinical Coordinator with any questions.

- Follow the process established by the preceptor and agency. This may include, but is not limited to:
  - Conference communication tool to be used
  - Patient consent requirements
- Complete three (3) soap notes per day when participating in telehealth. SOAP note guide (example shown but not limited to below)
  - S: Narrative HPI
  - O: Limited to what you can observe

- General- No acute distress, alert and oriented
  - MSK – May document ROM if patient was able to perform
  - Skin – if able to observe via video
- A/P: Include E&M code, ICD 10 Codes and differentials if appropriate
  - Include patient education and follow up plan
- Log your hours in ACEMAPP using the Telehealth option, and include your soap notes
  - Activities must be considered patient care, not just observing or entering data

### **Best Practices**

- Communicate with your Preceptor about the student's role in telehealth
  - There may be limited access when using a virtual communication tool, including patient charts
  - Participate in any way the preceptor allows
- Opportunities for student –
  - HPI
  - Physical Exam – i.e. allow patient to show the ROM
  - Provide patient education/follow up plan if allowed
- Be sensitive to time
  - Review patient's chart or discuss patients' medical history ahead of time if possible
- Be flexible
- Be creative