Speech Therapy Telepractice and Technology
Graduate Student Training Program
Department of Communication Sciences and Disorders

eHelper Competencies*

Name of eHelper ______________________________________ Practicum Site: ______________________________________________

Rating Scale

5.0  eHelper consistently performs effectively with a high degree of independence, taking initiative and making changes when appropriate
4.0
3.0  eHelper performs effectively with general guidance from supervisor
2.0
1.0  eHelper performs effectively only after specific direction and/or demonstration from supervisor
0.0  eHelper fails to perform effectively regardless of the amount of supervision

Technical Skills

____  1. Set up a schedule that provides an optimal and consistent time for patient to offer best responses.
____  2. Troubleshoot basic audio and video difficulties.
____  3. Can access email and Internet to locate the links and online connections for the telepractice session.
____  4. Help patient access web-based therapy tools (e.g., highlighter, pointer text tools).
____  5. Can establish the video and audio connection for the telepractice session on the local computer.
____  6. Provide feedback about the quality of items being displayed and make appropriate adjustments to ensure highest quality.

Instructional Skills

____  1. Establish an adequate therapy environment for the patient including positioning for privacy.
____  2. Utilize email, texting and direct communication with other involved personnel, families and caregivers about any pertinent updates before or after treatment sessions.
____  3. Establish proper seating for the patient, allowing access to the computer and appropriate lighting for adequate video transmission.
____  4. Understand therapeutic strategies and provide timely cueing and strategies to help the patient become independent in responding to the teletherapy therapist.
____  5. Follow directions of the therapist.
6. Provide accurate feedback about the patient response to materials, restate the patient's utterance if needed for clarification and provide statements that will aid in completing tasks.

7. Attend solely to the patient’s needs during teletherapy sessions with no other job requirements.

8. Help patient transition from an existing activity to the next activity.

9. Provide feedback and restate expectations for behavior to the patient at appropriate times during the session.

10. Become aware of the patient's strengths and needs, acquire a basic understanding of the patient's communication needs, and have knowledge of the treatment goals.

11. Assure privacy and confidentiality of the patient.

*Adapted 2013 from: