

Staff Moderator Responsibilities and Interaction with You the Speaker

Each workshop will have a NACHC staff member serving as the ‘Moderator’ of the session. The Moderator will serve as a *facilitator* in addressing audience participation for the virtual participants. They will monitor audience participation and questions and address general housekeeping items including introductions so that the speakers can focus on the delivery of their presentations.

Step 1: Introduction

Prior to the start of a presentation, the Staff Moderator or Session Lead will make initial introductions and housekeeping announcements. They will show participants how to submit questions and respond to polling questions during the presentation through the virtual platform.

Step 2: Addressing Participant Questions

To facilitate interaction amongst the virtual participants, the Moderator will remind participants to submit questions through the virtual platform. The Moderator will manage this interaction and, when appropriate, make the speakers aware of questions as they appear in the virtual platform.

Step 3: Presentation Conclusion

In the closing comments, speakers should make sure to thank the audience. After the final remarks are made the Moderator will field questions from participants via the virtual platform. Once those questions have been addressed, the Moderator will guide participants on how to access the session evaluation survey via the virtual platform.

Sample of the Virtual Platform:

Medical Assistant Roles and Skills in Telehealth Team-Based Care

A → Session Info
B → Chat
C → Resources

D ← Notes
E ← Transcript
F ← Twitter Feed

Assessment Questions

- What needs to happen?
- Who needs to make it happen?
- Are visit duties covered by the right team member?
- Are there new jobs? Obsolete jobs?
- Are new processes needed?

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