



## Guidelines for an ACHA ACHD Accreditation Virtual Site Visit

The following guidelines and recommendations are provided to aid in coordination of a virtual site visit as part of the ACHA ACHD Accreditation Program process. Please contact [msharpe@achaheart.org](mailto:msharpe@achaheart.org) or [dhile@achaheart.org](mailto:dhile@achaheart.org) with questions.

1. **A virtual site visit should be set up in the same manner as a physical site visit as outlined in the [example itinerary](#) available on the ACHA website.** Typically, what works best is to have a designated room in which all interviews will be conducted with interviewees arriving to that location at their specified time slot. This setup would also be recommended for a virtual site visit to minimize the occurrence of technological challenges that may delay the interview and affect the day's schedule. For any staff member that will be off-site on the day of the site visit, it is recommended that he or she familiarize themselves with Zoom and its features.
2. **The site visits that run most smoothly have a designated coordinator for the day of the site visit. This is also recommended for a virtual site visit.** This coordinator ensures the day continues to flow well, stays on schedule as much as possible and maintains communication with the institution's staff and the ACHA Accreditation team.
3. **Zoom, using ACHA's Accreditation account, is the preferred platform for virtual site visits.** An exception to this is if the institution has a policy that prohibits its use in which case ACHA will discuss an alternative with the site. Once the program's site visit itinerary has been finalized, a meeting link will be provided to the institution's site visit contact.
4. **A practice session with Zoom between ACHA Accreditation staff, the site visitor and the institution's site visit coordinator will be set up the week of the site visit.** This is to ensure all parties are familiar with the Zoom platform and to work through any technological challenges.
5. **It is important that each interviewee be on video as it allows for better communication between interviewer(s) and interviewee.** The ACHA Accreditation team understands that in some instances, providers may be unavailable or interview times may need to be switched around to better accommodate changing schedules. We are happy to work through these changes on the day of the site visit.
6. **Although every attempt is made to stay on schedule, sometimes interviews may run slightly over.** As program staff join the Zoom call, they will be placed into a Waiting Room. The ACHA staff member will communicate with them via the chat feature to provide an update on the status of the current interview.
7. **The provider or staff member with whom we are meeting should be the only person in the room.** If there are multiple providers for a certain department, please either set up separate meetings or utilize appropriate social distancing measures as directed by your institution.