



AAMC

Tomorrow's Doctors, Tomorrow's Cures®

# The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Association of  
American Medical Colleges

## Contents

<b>Preface</b> .....	<b>1</b>
<b>Part 1: Overview of the Standardized Video Interview</b> .....	<b>2</b>
Format .....	2
Content.....	3
Responding to Questions .....	5
Rating Scale .....	5
<b>Part 2: When to Take the Standardized Video Interview</b> .....	<b>7</b>
Eligibility .....	7
Interview Window .....	7
Timeline .....	7
<b>Part 3: Registering for the Standardized Video Interview</b> .....	<b>9</b>
No Registration Fees.....	9
Updating Your Email.....	9
Registration Process.....	9
<b>Part 4: Interviewee Agreement and Consents</b> .....	<b>10</b>
Interviewee Agreement.....	10
Consent to Release Score to Medical School .....	12
Use of Personal Information .....	12
<b>Part 5: Taking the Standardized Video Interview</b> .....	<b>14</b>
Interview Platform .....	14
Submitting Your Interview Responses .....	14
Step-by-Step Process .....	14
Interviewing More Than Once.....	15
Noncompletion.....	15
<b>Part 6: Score Reporting</b> .....	<b>16</b>
Reporting your Score to Programs.....	16
Receiving Your Score.....	16
Rescoring .....	16

# The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season



Last updated: April 6, 2018

Score Reporting Through Your ERAS Application .....	16
Future ERAS Season Score Reporting .....	16
No Voids .....	17
Score Cancellation .....	17
<b>Part 7: Accommodation and Extension Requests .....</b>	<b>18</b>
Interviewing With Accommodations .....	18
Requesting an Extension .....	18
Extension Request Decisions .....	19
<b>Part 8: Technology Disruptions .....</b>	<b>20</b>
Interview Disruptions .....	20
Reporting a Technology or System Issue .....	20
Internet Browser Closes .....	20
Retake .....	21
<b>Part 9: Discussion, Violations, and Investigation .....</b>	<b>22</b>
Discussion of the Standardized Video Interview .....	22
Violations .....	22
Investigation Procedures and Consequences .....	22
Arbitration for Investigation Disputes .....	23
Reporting Potential Violations .....	23
<b>Part 10: Contact Us .....</b>	<b>24</b>

## Preface

Congratulations! Reading this guide is the first step in preparing yourself to take the AAMC Standardized Video Interview—another step toward a rewarding and fulfilling career in medicine.

The emergency medicine program community has endorsed the use of the Standardized Video Interview for all applicants to Accreditation Council for Graduate Medical Education (ACGME)–accredited emergency medicine residency programs during the Electronic Residency Application Service® (ERAS®) 2019 application cycle.

*The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season* is the official policy and procedure guide for the Standardized Video Interview. The information included in this guide is necessary for a smooth registration and interview experience. **At the time of interview launch, you will be asked to certify that you have read, understand, and agree to comply with the policies and procedures contained within this guide.**

This guide was last updated to include information about how to request an [accommodation](#) or [extension](#) and how to report a [technology disruption](#) during your interview. The AAMC will begin to process accommodation and extension requests on May 1, 2018.

This guide will be updated in May 2018. Check periodically for updates, such as information about when the Standardized Video Interview will be opened to applicants.

The AAMC wishes you all the best and much success as you advance your career in medicine.

## Part 1: Overview of the Standardized Video Interview

The AAMC Standardized Video Interview is an innovative tool designed to assess Knowledge of Professional Behaviors (Professionalism) and Interpersonal and Communication Skills, two ACGME competencies that have been identified as requirements for success as a resident and in future practice.

The purpose of the video interview is to provide objective, standardized information about applicants' standing on two critical ACGME competencies—Interpersonal and Communications Skills and Knowledge of Professional Behaviors (Professionalism)—that will help programs:

- Identify and consider relevant nonacademic information about applicants that may not be easily retrieved elsewhere in the ERAS application
- Widen the pool of applicants invited to interview in person, including those who might not have otherwise been considered for interview

The video interview also will enable applicants to share objective, performance-based information about themselves beyond academic metrics and add breadth and depth to their applications.

### Format

The AAMC Standardized Video Interview is an online, unidirectional interview. Six questions are presented in text prompts, and applicants record an audio/video response; there is no human interviewer. The applicant's face must be visible and voice must be audible throughout the recorded response. Applicants can complete the interview using any internet-enabled computer, tablet, or smartphone. Because the interview is unidirectional, applicants can complete the video interview in a location and at a time most convenient for them during the [Interview Window](#).

Applicants will have up to 30 seconds to read and reflect on each written question and up to three minutes to record a response. Once applicants are exposed to a question, there will be no pauses until the time to record the response has elapsed. Therefore, it is recommended that applicants ensure that they are in a disruption-free environment for at least 3.5 minutes after launching a question. After recording a response, applicants may choose to progress to the next question or take an untimed break. You will not be afforded the opportunity to view your video responses during or after you complete the Standardized Video Interview.

To clarify, the Standardized Video Interview is *not*:

- A one-on-one interview with a human interviewer
- A tailored or personal interview with a specific residency program
- A replacement for an in-person interview

# The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

The chart below provides an overview of the entire Standardized Video Interview by section.

<b>Standardized Video Interview Overview</b>	
<b>Section</b>	<b>Time Allotted</b>
Interviewee Agreement	unlimited
Introductory Video (optional)	3 minutes
Technology Check	unlimited
Practice Attempt(s) (optional)	unlimited
Question 1	30 seconds to read   3 minutes to respond
Question 2	30 seconds to read   3 minutes to respond
Question 3	30 seconds to read   3 minutes to respond
Question 4	30 seconds to read   3 minutes to respond
Question 5	30 seconds to read   3 minutes to respond
Question 6	30 seconds to read   3 minutes to respond
Post-Interview Survey (optional)	10 minutes
<b>Total Content Time</b>	<b>21 minutes</b>
<b>Total “Seated” Time</b>	<b>approx. 25–30 minutes</b>

## Content

The Standardized Video Interview assesses two ACGME competencies that medical educators and physicians have identified as key prerequisites for success in residency and in the practice of medicine. Although every applicant’s video interview will assess the same two competencies—Interpersonal and Communication Skills and Knowledge of Professional Behaviors (Professionalism)—the specific questions asked may differ.

- *Behavioral* questions will ask applicants to describe previous experiences to demonstrate their level of knowledge and skills in the competencies of Interpersonal and Communication Skills and Knowledge of Professional Behaviors (Professionalism).
- *Situational* questions, will ask applicants to describe their level of knowledge and skill in the two competencies noted above by applying the core concepts to different hypothetical situations.

<b>Interpersonal and Communication Skills</b>	
Competency	Being able to demonstrate interpersonal and communication skills that result in the effective exchange of information and collaboration with patients, their families, and health professionals. This includes the following subcompetencies: <ul style="list-style-type: none"> <li>• Oral Communication</li> <li>• Emotional Intelligence</li> <li>• Teamwork and Leadership</li> </ul>
Example questions	<ol style="list-style-type: none"> <li>1. Describe a time you worked with a challenging patient. What was the situation? What specific actions did you take? What was the outcome?</li> <li>2. Describe a situation in which you were successful in communicating a difficult message. How did you communicate the message? What was the outcome?</li> <li>3. Imagine you are leading a multidisciplinary team composed of professionals with different areas of expertise. How would you make sure everyone works together effectively?</li> </ol>

<b>Knowledge of Professional Behaviors (Professionalism)</b>	
Competency	Being able to demonstrate a commitment to carrying out professional responsibilities and an adherence to ethical principles. This includes the following subcompetencies: <ul style="list-style-type: none"> <li>• Empathy and Altruism</li> <li>• Ethics</li> <li>• Cultural Competence</li> <li>• Conscientiousness</li> </ul>
Example questions	<ol style="list-style-type: none"> <li>1. One of your patients refuses treatment because it is incompatible with the patient's religious beliefs. What was the situation? What action did you take? What was the outcome?</li> <li>2. Tell me about a time when you noticed a mistake or an error that had been made. What was the situation? What action did you take? What was the outcome?</li> <li>3. You have just received test results for a patient indicating that her disease has progressed beyond any available treatment. How would you deliver the news?</li> </ol>

## Responding to Questions

Some interview questions may ask you to describe previous experiences with colleagues and patients and others may ask you to describe what you should do in a hypothetical situation. When responding to video interview questions, you should use the same approach as you would in a face-to-face interview:

- Provide as much detail as possible when responding to questions.
- If there are multiple parts of a question, be sure to answer each part:
  - For behavioral questions, describe the situation, action, and outcome.
  - For hypothetical questions, describe what you should do in the situation and provide a rationale for that behavior.
- If you have not experienced the situation described in a question, you **may** provide a hypothetical response describing what you should do in that situation.
- While it is important to provide specific responses to the interview questions, you must **not** provide any information that could be used to identify patients or colleagues. Revealing information (such as names, titles, locations, diagnoses used separately or in combination) that could be used to identify patients or colleagues will result in your video interview being scored as incomplete. Please see the [Score Cancellation](#) section of this document for more information.

Refer to the [Standardized Video Interview Applicant Preparation Guide](#) for more information.

## Rating Scale

The AAMC Standardized Video Interview will be scored by raters trained by the AAMC. Six raters evaluate each interview, with a different rater assigned to each question. This minimizes any one rater's influence on the total interview score. Raters have completed the AAMC unconscious bias training, as well as training on the competencies being assessed and the rating scales. As part of training, raters complete activities in which they discuss program directors' ratings of example videos. This helps to ensure that raters make ratings that are consistent with those of program directors.

# The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

Each question is rated by a trained rater using anchored rating scales specifically designed for the AAMC Standardized Video Interview. The rating scale ranges from a low of 1 to a high of 5. Anchors are behavioral examples that define each proficiency level on the rating scale. A general description of each proficiency level on the rating scale is shown below.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Rudimentary</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Advanced</b>	<b>Exemplary</b>
Is not likely to be successful in tasks that require this competency	Applies the competency in simple or a limited number of situations	Applies the competency in common situations	Demonstrates proficiency in difficult situations	Demonstrates proficiency in considerably difficult situations

The total score is the sum of the ratings from each question and ranges from 6 to 30. For more information about interpreting your Standardized Video Interview total score, refer to the [score distribution and percentile rank table from the 2017 administration](#).

## Part 2: When to Take the Standardized Video Interview

### Eligibility

All ERAS applicants—U.S. MD, DO, and international medical graduates—applying to ACGME-accredited emergency medicine programs are required to complete the Standardized Video Interview as a component of their ERAS 2019 application.

### Interview Window

The Standardized Video Interview will be open from early June 2018 through July 15, 2018, at 11:59 p.m. ET (the Interview Window). Responses to all six questions of the interview must be recorded and uploaded in the system by applicants no later than July 15, 2018, at 11:59 p.m.

The expectation is that the Interview Window is sufficient time for you to plan and adjust to unexpected circumstances and complete the Standardized Video Interview. Please complete the interview as early as possible to avoid any unnecessary delays. Please see the [Requesting an Extension](#) section of this document if you may be unable to complete the interview during this window.

### Timeline

The chart below summarizes the major activities and deadlines for the Standardized Video Interview.

Date	Activity
February 2018	Preparation materials available on the Standardized Video Interview website
May 1, 2018	Applicants who wish to request an accommodation or extension may begin submitting the required paperwork
Early June 2018	MyERAS® portal opens; applicants register for the Standardized Video Interview by indicating that they are planning to apply in emergency medicine
Early June 2018–July 15, 2018	The Interview Window; rolling emails sent to applicants within 24 hours of their MyERAS indication of interest in emergency medicine inviting them to complete the video interview online
July 15, 2018, at 11:59 p.m. ET	Deadline to complete the Standardized Video Interview
August 30, 2018	Deadline to submit a Request for Extension

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

<b>Date</b>	<b>Activity</b>
September 1, 2018 (expected)	<p>Total score made available to applicants who tested during the Interview Window</p> <p>Total Score released to medical schools, for those applicants who consented</p>
September 15, 2018, at 11:59 p.m. ET	Deadline to complete the Standardized Video Interview for all granted extension requests and retakes
September 15, 2018 (expected)	For applicants who completed the Standardized Video Interview by July 15 at 11:59 p.m. ET, total scores and access to videos will be made available to programs based on whether the applicant has released the ERAS application to the program
October 15, 2018 (expected)	<p>For applicants who completed the Standardized Video Interview by September 15 at 11:59 p.m. ET:</p> <ul style="list-style-type: none"> <li>▪ Total scores and access to videos will be made available to programs based on whether the applicant has released the ERAS application to the program</li> <li>▪ Total scores will be made available to the applicant</li> <li>▪ Total scores will be released to medical schools, for those applicants who consented</li> </ul>

## Part 3: Registering for the Standardized Video Interview

### No Registration Fees

There are no registration fees for the Standardized Video Interview for the ERAS 2019 season.

### Updating Your Email

Before registering for the Standardized Video Interview, please verify that your email address is correct in the “Personal Information” tab under the “Application” section of the ERAS application. **Interview invitations and score reports will be communicated to you via the email address you provide.**

### Registration Process

Registration for the Standardized Video Interview will open when the ERAS 2019 season opens in early June 2018. You register for the video interview in the MyERAS® application. This means you will need an ERAS token from your designated dean’s office before you can register for the video interview.

After you log in to the ERAS system, navigate to the MyERAS dashboard. On the MyERAS dashboard, there is a question near the bottom of the screen: “Are you planning to apply for a residency position at an ACGME-accredited emergency medicine program?” Select “Yes” to register for the Standardized Video Interview.

Within 24 hours of selecting “Yes,” you will receive an email invitation to complete the interview. The email invitation will include a unique interview code and a link to the Standardized Video Interview login page.

**If you are undecided on a specialty but are considering emergency medicine, you are strongly encouraged to register for the Standardized Video Interview and complete it before the deadline.**

There is no penalty for completing the interview and then deciding not to apply to an emergency medicine program in the ERAS 2019 season. If you ultimately do not apply to an emergency medicine program, neither your video nor your total score will be transmitted in the ERAS 2019 season. Please note that your Standardized Video Interview and total score may be released in subsequent ERAS seasons to any residency program to which you apply that participates in the Standardized Video Interview as part of its application. Please read the [Future ERAS Season Score Reporting](#) section of this document for more information.

## Part 4: Interviewee Agreement and Consents

### Interviewee Agreement

The AAMC is committed to ensuring the accuracy and validity of Standardized Video Interview scores. To ensure the accuracy and validity of interview scores and to provide fair and secure interviewing conditions for all applicants, it is critical that applicants adhere to a set of common procedures.

The Interviewee Agreement is a legally binding contract between you and the AAMC that sets forth the terms and conditions under which the AAMC will permit you to register for and complete the Standardized Video Interview. In addition to the terms explained below, all the policies and procedures contained in the current version of *The AAMC Standardized Video Interview: Essentials* are expressly incorporated herein as additional terms of the Interviewee Agreement. Because the Interviewee Agreement, including any additional terms contained in the current version of *The AAMC Standardized Video Interview: Essentials*, is a legally binding contract, you should read it and *The AAMC Standardized Video Interview: Essentials* carefully. **If you do not indicate that you understand and agree to abide by the terms of the Interviewee Agreement, you will not be able to proceed with the Standardized Video Interview.**

The Interviewee Agreement will appear after the HireVue Terms and Conditions when you first launch your interview. These documents will appear on a single window and must be scrolled through to read in their entirety and accept. At the end of Interviewee Agreement, you will be asked to indicate your agreement to all the obligations described above. The terms of the Interviewee Agreement apply to your access and completion of all six interview questions.

### Full Text of the Interviewee Agreement

Before you continue with the Standardized Video Interview, you must agree to each of the terms described below. You will be asked to indicate your agreement at the end of this section. Adherence to the Interviewee Agreement is necessary to enable the AAMC to maintain for you and other interviewees a fair process.

By selecting “I Agree” at the end of the Interviewee Agreement, you acknowledge that you have read and understand these rules.

I certify that I am the person whose name appears on the Standardized Video Interview registration for the ERAS 2019 season; I indicated intent to apply in emergency medicine; and I received the link via email to complete the Standardized Video Interview.

I agree not to engage or attempt to engage in behavior that would provide me with an unfair advantage, or otherwise undermine the integrity, security, or validity of the Standardized Video Interview, including but not limited to:

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

- Taking the video interview in the presence of others, unless approved by the AAMC
- Receiving assistance from anyone during my video interview, unless approved by the AAMC
- Launching an interview question more than once, except for circumstances out of my control and that are deemed reasonable at the AAMC's sole discretion
- Looking up potential responses online in advance or while completing my video interview
- Providing assistance to another interviewee during the video interview
- Presenting another person's responses as my own
- Impersonating an interviewee or engaging someone else to complete the video interview for me
- Attempting by any means to duplicate, record, or memorize video interview content or questions
- Soliciting, discussing, or disclosing video interview content or otherwise violating the terms of the Interviewee Agreement

I understand and agree to the [AAMC Website Terms and Conditions](#), the [AAMC Privacy Statement](#), including its subpolicy [AAMC Policies Regarding the Collection, Use, and Dissemination of Resident, Intern, Fellow, and Residency, Internship, and Fellowship Application Data](#), and the AAMC's collection, storage, and processing of my personal data according to these policies. In addition, I consent to the transfer of my personal data to the AAMC in the United States, to those residency programs (wherever located) that I select through the MyERAS application, and to other third parties as stated in these policies.

I understand and agree that any alleged violation of this Interviewee Agreement or any alleged activity that may compromise the validity, integrity, or security of the Standardized Video Interview may be investigated. If I violate the terms of this Interviewee Agreement, including the additional terms and conditions stated in *The AAMC Standardized Video Interview: Essentials*, or fail to fully cooperate in any investigation of a violation of the Interviewee Agreement or the terms and conditions of *The AAMC Standardized Video Interview: Essentials*, I may face the following consequences:

- The AAMC may issue a report of the factual findings of the investigation to legitimately interested parties.
- My score may be canceled, before or after the score is reported.
- I may be banned from taking the Standardized Video Interview for a limited time or permanently.

Information about the AAMC's investigation process may be found in *The AAMC Standardized Video Interview: Essentials*.

I have read, and agree to comply with, the terms of this Interviewee Agreement, including all additional terms and policies set forth in *The AAMC Standardized Video Interview: Essentials*, and I understand the consequences for failing to comply.

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

### Consent to Release Score to Medical School

Medical schools have requested access to their students' Standardized Interview Video total scores. They believe that by having direct access to their students' scores they will be able to better advise their students throughout the residency application process. Please note, it is expected that medical school advisors will receive total scores at the same time as the applicant.

After completing the Interviewee Agreement you will be given the option to give your consent for the AAMC to release your Standardized Video Interview score to your ERAS school contact. If you consent, the AAMC will send your total score directly to your school's ERAS school contact. If you do not consent, the AAMC will not release a copy of your total score to your school's ERAS school contact. You may later decide to share your copy of your score report, but that will be at your sole discretion.

### Full Text of Consent

By selecting "I Agree" at the end of this consent, you acknowledge that you have read and understand this consent.

I consent to the AAMC sending a copy of my Standardized Video Interview total score directly to the ERAS school contact at my medical school. I understand that by not agreeing to this consent, the AAMC will not release my total score to my medical school directly and that if I change my mind I would need to share my copy of my score report and the AAMC would not transmit my score on my behalf.

### Use of Personal Information

The AAMC will use your personal information—including collection, storage, and processing—in accordance with the [AAMC Website Terms and Conditions](#) and the [AAMC Privacy Statement](#), including its subpolicy [AAMC Policies Regarding the Collection, Use, and Dissemination of Resident, Intern, Fellow, and Residency, Internship, and Fellowship Application Data](#). You consent to the transfer of your personal data to the AAMC in the United States, to those residency programs (wherever located) that you select through the MyERAS application, and to other third parties as stated in these policies.

Your Standardized Video Interview total score and the video itself will be released to any emergency medicine program to which you apply through the ERAS platform during the 2019 season. If you go unmatched and reapply to an ACGME-accredited program that uses the Standardized Video Interview for the ERAS 2020 season as well as future ERAS seasons, videos and total scores from all scored attempts on the Standardized Video Interview will be reported for a total of three ERAS seasons pursuant to the [Future ERAS Season Score Reporting](#) section of this document.

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

Any information published by the AAMC that is related to the Standardized Video Interviews will be done using aggregate statistics. Individual interview scores and videos are not published or released to third parties unless permitted by the [AAMC Privacy Statement](#) or otherwise authorized by you.

By registering for and taking the Standardized Video Interview, you give the AAMC permission to use your personal information, including your interview score and video, in accordance with the above identified policies.

## Part 5: Taking the Standardized Video Interview

### Interview Platform

The AAMC engaged a third-party vendor, HireVue, to capture and transmit your Standardized Video Interview. You will be receiving emails regarding your Standardized Video Interview from both the AAMC and HireVue.

### Submitting Your Interview Responses

Your Standardized Video Interview responses are not stored on the interview platform until you click the button on the screen that is either “Done answering,” “Finish,” or a stop sign, depending on your device’s operating system. The Standardized Video Interview responses are not transmitted to the AAMC until you complete all six interview questions and upload the videos.

The interview platform sends an automated acknowledgment email stating “Interview Complete” shortly after your videos are uploaded to the system. If you do not receive such an email within 24 hours of completion, please email [residencyinterview@aamc.org](mailto:residencyinterview@aamc.org) with your name, AAMC ID, and a brief description of the issue.

### Step-by-Step Process

The chart below summarizes the steps that you, the applicant, will follow in the Standardized Video Interview process.

<b>Step 1</b>	Before registering for the Standardized Video Interview, please verify that your email address is correct in the “Personal Information” tab under the “Application” section of the MyERAS application. The invitation email will be sent to the email account registered with your MyERAS application.
<b>Step 2</b>	On the MyERAS dashboard, there is a question near the bottom of the screen: “Are you planning to apply for a residency position at an ACGME-accredited Emergency Medicine program?” If you are planning to apply—or even considering applying—in emergency medicine, then you should click “Yes.”
<b>Step 3</b>	Within 24 hours of responding to the question on the MyERAS dashboard, you will receive an email invitation to complete the Standardized Video Interview. The email will be sent to the email account registered with your MyERAS application.
<b>Step 4</b>	Using a link and the unique interview code provided in the email, access the interview platform and complete a technology check with the device (phone, tablet, computer) that will be used to complete the interview.

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

<b>Step 5</b>	<p>When you are ready to complete the Standardized Video Interview, log in to the interview platform using the link sent in your personalized email invitation. Once in the interview platform:</p> <ul style="list-style-type: none"> <li>• The system will automatically conduct a technology check to confirm that your equipment is working properly.</li> <li>• Click the “Take a Sample Interview” button and practice reading and responding to questions in the interview platform. Watch your sample interviews to ensure that you’re satisfied with your camera position and audio quality.</li> </ul>
<b>Step 6</b>	<p>When you are ready to begin the official video interview, click the “Get Started” link. Once you receive the first question, you will have up to 30 seconds to read and reflect on the question and up to three minutes to record your response.</p>
<b>Step 7</b>	<p>Your Standardized Video Interview responses are not stored until you click the button on the screen that is either “Done answering,” “Finish,” or a stop sign, depending on your device’s operating system.</p>
<b>Step 8</b>	<p>The interview platform sends an automated acknowledgment email stating “Interview Complete” shortly after your videos are uploaded to the system. If you do not receive such an email within 24 hours of completion, please email <a href="mailto:residencyinterview@aamc.org">residencyinterview@aamc.org</a> with your name, AAMC ID, and a brief description of the issue.</p>

### Interviewing More Than Once

Requests to retake the Standardized Video Interview will only be considered in the event of a technical problem. Refer to the [Reporting a Technology or System Issue](#) section of this document for more information. Otherwise, there are no retakes and applicants may only complete the Standardized Video Interview once during the ERAS 2019 season.

### Noncompletion

All applicants to ACGME-accredited emergency medicine residency programs are encouraged to complete the Standardized Video Interview as a component of the ERAS 2019 application. Note, completion of the Standardized Video Interview is not a required field in your ERAS application; therefore, **you will not be barred from applying for a residency position in emergency medicine if you do not complete the Standardized Video Interview.** However, the emergency medicine residency programs to which you apply will be aware that you did not complete the interview and may consider your application incomplete.

## Part 6: Score Reporting

### Reporting your Score to Programs

Your Standardized Video Interview total score is expected to be reported on September 15, 2018, provided that you completed your interview during the Interview Window. If your extension request was approved and you completed your interview after July 15, 2018, your interview will be scored and reported on October 15, 2018.

### Receiving Your Score

A score report will be emailed to you on September 1, 2018 (expected), provided that you completed your interview during the Interview Window. If your extension request was approved and you completed your interview after July 15, 2018, your interview will be scored and reported on October 15, 2018 (expected). The score report will include your total score, the score distribution, and the percentile rank table. AAMC staff will not provide scores over the phone. The AAMC is not responsible for any claims for damages resulting from delayed transmissions of Standardized Video Interview scores for any reason.

### Rescoring

You will *not* have the option of requesting your Standardized Video Interview to be rescored.

### Score Reporting Through Your ERAS Application

Since you are applying to a residency through the ERAS platform, there is no extra step you need to take to insert your score and video into your ERAS application. Your total score will be provided to all ACGME-accredited emergency medicine programs to which you applied for in the ERAS 2019 season and that participate in the Standardized Video Interview as part of the application.

### Future ERAS Season Score Reporting

For applicants who reenter the residency selection process, their Standardized Video Interview total scores will be retained and may be reported to ACGME-accredited programs that choose to use the Standardized Video Interview as part of their residency selection process for a total of three ERAS seasons. Scores reported in the ERAS 2019 season will also be reported in ERAS 2020–2021 seasons for those applicants who choose to reenter the residency selection process.

Please note that the individual programs will determine whether an applicant must complete the Standardized Video Interview for that ERAS season.

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

### No Voids

You will **not** have the option of voiding your Standardized Video Interview. If you decide not to apply to an ACGME-accredited emergency medicine program, your score and video will not be transmitted with your ERAS 2019 residency applications.

### Score Cancellation

If the AAMC determines your interview responses reveal information that could be used to identify patients or colleagues or are in breach of the Interviewee Agreement, your score will be cancelled. The AAMC will report your score as cancelled and will not provide the videos to programs. If contacted, the AAMC will provide the program a short statement as to why your score was cancelled.

## Part 7: Accommodation and Extension Requests

### Interviewing With Accommodations

**If you have a disability or medical condition** that you believe requires an adjustment to the standard video interview conditions, please submit a completed [Standardized Video Interview: Accommodations Request Form](#) to [residencyinterview@aamc.org](mailto:residencyinterview@aamc.org). We will begin to process accommodation requests on May 1, 2018.

Your accommodation request must be accompanied by documentation sufficient to demonstrate your need for the accommodation requested. Such documentation may include an evaluation from a healthcare provider, or official documentation of prior accommodations provided by your medical school or the United States Medical Licensing Examination. All documentation must be in English. Please feel free to contact us regarding what type of documentation you should submit.

We encourage you to request an accommodation as soon as possible (recommended 30 days before you plan to take the interview) to increase the likelihood of interviewing during the Interview Window or before the deadline of September 15, 2018, at 11:59 p.m. ET if you are granted an extension.

We will notify you via email when we have made a decision on your request. If your request is approved, be sure to follow the instructions provided with your approval email to avoid delays in confirming your accommodations. If your request for accommodations is *not* approved, your initial registration for the interview remains valid, and you may interview under standard conditions.

### Requesting an Extension

There are several circumstances under which the AAMC will grant you an extension to complete the Standardized Video Interview after the July 15, 2018, deadline (the Interview Window). Extensions are granted at the AAMC's sole discretion. To request an extension, please submit a completed [Extension Request Form](#) as soon as you believe that one of the circumstances below pertain to you, but no later than August 30, 2018. We will begin to process extension requests on May 1, 2018.

# The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

The AAMC has identified the following circumstances in which an extension request will be considered and the documentation required to substantiate your request.

Circumstances in which Extension Requests will be considered	Required documentation to substantiate your Extension Request
Your first emergency medicine clerkship starts on or after July 16, 2018	Copy of your summer/fall 2018 course registration
You are active duty military during the Interview Window	Copy of your active duty orders
You experience an unexpected or unforeseeable circumstance, such as a natural disaster	Media announcements, awareness of sustained inclement weather
You experience another unexpected life event, such as hospitalization, or a death or serious illness in the family	A doctor’s note to reflect hospitalization or caring for a family member with a serious illness; if bereavement, the deceased person’s name, your relationship, the name and phone number of the funeral home, hospital, or hospice*

\*Please limit the amount of health information provided to what is pertinent to substantiate your request and send this documentation directly to [residencyinterview@aamc.org](mailto:residencyinterview@aamc.org).

Please note, if your accommodations request or report of a technical system issue is under consideration at the end of the Interview Window, you do not need to complete an extension request form or provide additional documentation, as your pending request is sufficient.

## Extension Request Decisions

If your request for an extension is granted, you must complete your interview by September 15, 2018, at 11:59 p.m. ET. Interviews will be scored and reported on a rolling basis. The AAMC will strive—but **cannot** guarantee—to release your score at the same time scores are released for applicants who tested within the Interview Window. The AAMC will release scores for all interviews on October 15, 2018, in consideration of how and when program directors make decisions to extend interview offers to residency program applicants.

If your request for an extension is denied and you did not complete the Standardized Video Interview during the Interview Window, it will be considered a [noncompletion](#). If you are granted an extension and do not complete the interview by the September 15, 2018 deadline, it will be considered a [noncompletion](#).

Active duty military service members, please note: if you are unable to apply for an extension by August 30, 2018, and/or complete the interview by September 15, 2018, we will instruct emergency medicine program directors to disregard the noncompletion when reviewing your residency application.

## Part 8: Technology Disruptions

### Interview Disruptions

The AAMC takes great care to ensure that registrations are properly processed; Standardized Video Interviews are properly prepared, handled, and scored; and the integrity of the Standardized Video Interview program is maintained. In the unlikely event that an error occurs, the AAMC will take reasonable measures to correct it.

In cases where the interview service was not delivered or completed as designed, the AAMC may permit the affected applicant(s) to retake the whole Standardized Video Interview to remedy the situation.

***Note:** The remedy described above is the exclusive remedy available for errors in registrations, errors in presentation of the interview questions, technology disruptions, and potential compromises to interview content as determined by the AAMC.*

### Reporting a Technology or System Issue

You will not be afforded the opportunity to view your video responses during or after you complete the Standardized Video Interview. If you believe that a technology or system issue interfered with your performance on the video interview and you wish to have the AAMC research what occurred, please submit a completed [Technology Issue Report Form](#) **within 24 hours of the experienced technology issue**. If an interview irregularity is confirmed, you may be given an opportunity to [retake](#) the interview, at the AAMC's sole discretion.

If you do not report an issue, the AAMC will contact you if we determine that a technology or system issue occurred during your interview and it affects our ability to score your interview. However, the AAMC will likely contact you in August or September 2018, therefore waiting for the AAMC to contact you will result in your having less time to [retake](#) the interview.

### Internet Browser Closes

If your internet browser closes for any reason while you are responding to a question before you click the button to end the recording or time expires, reopen the interview platform and continue your interview. Respond to the question presented, complete the remainder of your interview, and upload your responses.

Within 24 hours of the internet browser closing during your interview, you must submit a completed [Technology Issue Report Form](#).

Repeat incidents of relaunching a question or failing to notify the AAMC as described herein may be considered a violation and investigated pursuant to the [Investigation Procedures and Consequences](#) section of this document.

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

### Retake

If the AAMC determines that your Standardized Video Interview needs to be retaken due to a technology or system issue, you will receive a new interview invitation. You will be required to complete the whole interview. All retakes must be completed by September 15, 2018, at 11:59 p.m. ET. Total Scores will be reported on October 15, 2018.

Failure to complete the retake of the whole interview will result in a [noncompletion](#).

## Part 9: Discussion, Violations, and Investigation

### Discussion of the Standardized Video Interview

The AAMC developed a set of guidelines to help you understand the terms under which you interview, the prohibition on disclosure of interview content, and how to appropriately share your interview experience. Failure to abide by the AAMC guidelines may result in a violation and investigation.

#### What IS permitted:

- Commenting on your general Standardized Video Interview experience, such as the online interface or how you felt about taking an online interview

#### What is NOT permitted:

- Describing any question you were presented during your Standardized Video Interview or your response to such question in greater or more specific detail than described by the AAMC, which includes discussing or disclosing a topic list or describing the frequency or order in which such topics appear
- Outlining the steps or process to answer a particular question
- Assisting anyone else in doing any of the above

### Violations

Some applicants may choose to disregard the rules in an effort to gain an unfair advantage for themselves or others. If any applicant allegedly provides the AAMC with false information, engages in conduct that may compromise the integrity of the Standard Video Interview program, or otherwise violates the Interview Agreement or the terms of *The AAMC Standardized Video Interview: Essentials*, the AAMC will investigate the alleged claim.

### Investigation Procedures and Consequences

The Standardized Video Interview is part of your ERAS application. Therefore, the [AAMC Policies and Procedures for Investigating Reported Violations of Residency/Fellowship Application Standards](#) and the [ERAS Integrity Promotion–Investigation Program](#) apply and are incorporated by reference. Additionally:

- Any applicant who is the subject of an investigation by the AAMC shall fully cooperate with the AAMC's investigation, produce all documents and materials requested by the AAMC, and submit to an in-person interview conducted by or on behalf of the AAMC at the association's request. Applicants shall truthfully and completely answer all questions posed during investigative interviews conducted by or on behalf of the AAMC.
- At its sole discretion, the AAMC may elect to send a report documenting the incident, with any attachments provided by the applicant, to legitimately interested parties, including all persons or agencies to which the applicant has instructed that ERAS applications be sent, both presently and in the future.

## The AAMC Standardized Video Interview: Essentials for the ERAS® 2019 Season

Last Updated: April 6, 2018

- The AAMC also may elect to cancel an applicant's score when there is reason to believe that the score is invalid or that the applicant has engaged in behavior that violates the Interviewee Agreement. The AAMC also may elect to suspend an individual's eligibility to interview for a limited period of time or permanently.
- The AAMC reserves all rights to take other action as is warranted in certain circumstances.

### Arbitration for Investigation Disputes

There is one exclusive remedy available to applicants who wish to appeal or otherwise challenge a decision made by the AAMC to send an investigation report to legitimately interested parties. That remedy is binding arbitration obtained through written submissions before a single arbitrator under the JAMS Streamlined Arbitration Rules and Procedures in the District of Columbia. Applicants electing to proceed with arbitration understand that they are waiving their rights to file suit against the AAMC in any court of competent jurisdiction. **The sole issue for arbitration shall be whether the AAMC acted reasonably and in good faith in making its decision.**

If a conflict exists between this section and the ERAS investigation policies and procedures incorporated by reference, this section shall take precedence.

### Reporting Potential Violations

It is in the interest of all applicants to report the questionable behavior of others. Committing a violation could provide an unfair advantage to an unethical and potentially unqualified applicant not only during the Standardized Video Interview but also as a residency applicant.

Reports of violations of the Interviewee Agreement, cheating, disclosure of confidential Standardized Video Interview content, wrongdoing, and other actions, or alleged actions that undermine the integrity of the Standardized Video Interview, will be treated in a confidential manner. If you report such activity, the AAMC will not disclose your identity except on a need-to-know basis, including responses to subpoenas, court orders, or other legal processes.

Please report all potential violations to [residencyinterview@aamc.org](mailto:residencyinterview@aamc.org).

## Part 10: Contact Us

Specialists are available to assist you with the Standardized Video Interview process, policies, and procedures to help ensure resolution of your question or concern. Please allow two business days for a reply to your email.

<b>Accommodations</b>	Accommodations Request Form: <a href="http://www.aamc.org/sviaccommodations">www.aamc.org/sviaccommodations</a> Email: <a href="mailto:residencyinterview@aamc.org">residencyinterview@aamc.org</a>
<b>Standardized Video Interview Questions and Call Center</b>	Contact Form: <a href="https://students-residents.aamc.org/applying-residency/article/svi-contact/">https://students-residents.aamc.org/applying-residency/article/svi-contact/</a>  Webpage: <a href="http://aamc.org/standardizedvideointerview">aamc.org/standardizedvideointerview</a> Email: <a href="mailto:residencyinterview@aamc.org">residencyinterview@aamc.org</a>  Phone: +1 202-540-5460 Hours: Monday–Friday, 8:00 a.m.–6:00 p.m. ET Closed Wednesday, 3:00–5:00 p.m. ET
<b>Extension Request</b>	Extension Request Form: <a href="https://students-residents.aamc.org/applying-residency/article/extension-request/">https://students-residents.aamc.org/applying-residency/article/extension-request/</a>
<b>Technology Issues</b>	Technology Issue Report Form: <a href="https://students-residents.aamc.org/applying-residency/article/technology-issue-request/">https://students-residents.aamc.org/applying-residency/article/technology-issue-request/</a>
<b>HireVue Technical Questions</b>	The HireVue platform has a team of professionals ready to assist you 24/7 with any technical issues before or during your interview.  Email: <a href="mailto:support@hirevue.com">support@hirevue.com</a> Phone: 1-800-655-4106 (U.S.) 011-801-316-2910 (Outside U.S.)