



AAMC

Tomorrow's Doctors, Tomorrow's Cures®

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Association of
American Medical Colleges

Contents

Preface	1
Part 1: Overview of the Standardized Video Interview	2
Format.....	2
Content.....	3
Responding to Questions	5
Rating Scale	6
Part 2: When to Take the Standardized Video Interview	7
Eligibility	7
Interview Window	7
Timeline	7
Part 3: Registering for the Standardized Video Interview	9
No Registration Fees.....	9
Updating Your Email.....	9
Registration Process.....	9
Part 4: Interviewee Agreement and Consents	10
Interviewee Agreement.....	10
Authorization to Release Score to Your U.S.-Based Medical School.....	11
Use of Personal Information.....	12
Arbitration.....	13
Part 5: Taking the Standardized Video Interview	14
Interview Platform	14
Step-by-Step Process	14
Interviewing More Than Once.....	15
Noncompletion.....	15
Part 6: Score Reporting	16
Receiving Your Score.....	16
Score Report Notes	16
Rescoring	16

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season



Last updated: June 3, 2019

Reporting your Score to Programs.....	16
Score Reporting for Returning Applicants	17
Future ERAS Season Score Reporting	17
No Voids	17
Score Cancellation	17
Part 7: Accommodation and Extension Requests	18
Interviewing With Accommodations.....	18
Requesting an Extension.....	18
Extension Request Decisions.....	20
Part 8: Technology Disruptions.....	21
Interview Disruptions.....	21
Reporting a Technology or System Issue	21
Internet Browser Closes.....	21
Retake	22
Part 9: Discussion, Violations, and Investigation.....	23
Discussion of the Standardized Video Interview.....	23
Violations.....	23
Investigation Procedures and Consequences	23
Reporting Potential Violations.....	24
Part 10: Contact Us.....	25

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 during the Electronic Residency Application Service[®] (ERAS[®]) 2020 application cycle for all applicants to emergency medicine residency programs accredited by the Accreditation Council for Graduate Medical Education (ACGME).

The AAMC Standardized Video Interview: Essentials for the ERAS[®] 2020 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, understood, and agreed to comply with the policies and procedures in this guide.**

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 provides 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 you record an audio/video response; there is no human interviewer. Throughout the recorded response, *your face must be visible* — to ensure it is you who is completing the interview, and *your voice must be audible* — to permit scoring. You may complete the interview using any internet-enabled computer, tablet, or smartphone. We recommend using a device that will not accept phone calls while you interview because a phone call will interfere with your ability to complete your response. Because the interview is unidirectional, you may complete the video interview in a location and at a time most convenient for you during the [Interview Window](#).

You will have up to 30 seconds to read and reflect on each written question and up to three minutes to record a response. Once you are exposed to a question, there will be no pauses until the time to record the response has elapsed. Therefore, ensure you are in a disruption-free environment for at least 3.5 minutes after launching a question. After recording a response, you may choose to progress to the next question or take an untimed break. You will not be able 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® 2020 Season

Last Updated: June 3, 2019

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

Standardized Video Interview Overview	
Section	Time Allotted
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
Consent to Release Scores to Your U.S.-Based Medical School	unlimited
Post-interview Survey (optional)	10 minutes
Total Content Time	21 minutes
Total “Seated” Time	approximately 25-30 minutes

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 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 you to describe previous experiences that demonstrate your level of knowledge and skills related to Interpersonal and Communication Skills and Knowledge of Professional Behaviors (Professionalism).
- *Situational* questions will ask you to demonstrate your level of knowledge and skills related to Interpersonal and Communication Skills and Knowledge of Professional Behaviors (Professionalism) by describing what you should do in different hypothetical situations.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

Interpersonal and Communication Skills	
Competency	<p>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:</p> <ul style="list-style-type: none"> • Oral Communication • Emotional Intelligence • Teamwork and Leadership
Example Questions	<ol style="list-style-type: none"> 1. Describe a time you worked with a challenging patient. What was the situation? What actions did you take? What was the outcome? 2. Describe a time when you were successful in communicating a difficult message. What was the situation? How did you communicate the message? What was the outcome? 3. Imagine you are leading a multidisciplinary team composed of professionals with different areas of expertise. How should you make sure everyone works together effectively?

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

Responding to Questions

When responding to video interview questions, use the same approach as you would in a face-to-face interview:

- Provide as much detail as possible when responding to questions but *do not* include patient and colleague names or other identifying information.
 - Patient information
 - *Do not* provide information that could be used separately or in combination to identify a patient, such as names, locations, and diagnoses. Refer to a patient as “the patient.”
 - The Health Insurance Portability and Accountability Act (HIPAA), in relevant part, requires all health care workers — including you — to protect an identified patient’s health information (PHI) by not sharing their PHI for purposes other than case management, quality assessment or improvement, and population health.
 - Disclosing identified PHI during your video interview would be a breach of ethics and law. If, in the AAMC’s sole discretion, we determine you have disclosed identified PHI, we will score your interview as incomplete. Please refer to [Score Cancellation](#) and [Score Report Notes](#) for more information.
 - Colleague information
 - *Do not* provide information that could be used separately or in combination to identify a colleague — such as name, title, or location — that you portray in a negative light.
 - Such identification of a colleague demonstrates a poor understanding of professionalism and may be reflected in your score for that question.
 - Please remember that this is a small community.
- If a question has multiple parts, 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.
- Respond to each question presented. Failure to provide a response will result in a [Score Report Note](#).

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

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

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 AAMC training on unconscious bias, 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 raters make ratings consistent with those of program directors.

Each question is rated 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.

1	2	3	4	5
Rudimentary	Basic	Intermediate	Advanced	Exemplary
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 2018 administration](#).

Part 2: When to Take the Standardized Video Interview

Eligibility

All ERAS applicants — U.S. MD and 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 2020 application.

If you are a returning applicant, you may have completed the Standardized Video Interview as part of your ERAS 2018 or 2019 application. If so, the program has discretion to decide whether to accept a prior year’s score, or if you must complete the Standardized Video Interview again as part of your ERAS 2020 application.

Interview Window

The Standardized Video Interview will be open from June 6, 2019 through July 16, 2019, at 11:59 p.m. ET (Interview Window). Your responses to all six questions of the interview must be recorded and uploaded in the system by July 16, 2019, at 11:59 p.m. ET.

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 refer to [Requesting an Extension](#) 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
Feb. 2019	Preparation materials available on the Standardized Video Interview website
May 1, 2019	Applicants who wish to request an accommodation or extension may begin submitting the required paperwork
June 6, 2019	ERAS portal opens; applicants register for the Standardized Video Interview by indicating they plan to apply in emergency medicine
June 6 -July 16, 2019	Interview Window; rolling emails sent to applicants within 24 hours of their ERAS indication of interest in emergency medicine inviting them to complete the video interview online

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

Date	Activity
July 16, 2019, at 11:59 p.m. ET	Deadline to complete the Standardized Video Interview during the Interview Window
Aug. 16, 2019, at 11:59 p.m. ET	Deadline to submit a Request for Extension
Aug. 30, 2019, at 11:59 p.m. ET	Deadline to submit all supporting documentation to substantiate a Request for Extension
Sept. 3, 2019 (expected)	Total score made available to applicants who tested during the Interview Window Total Score released to medical schools, for those applicants who consented and attend a U.S.-based medical school
Sept. 15, 2019 (expected)	For applicants who completed the Standardized Video Interview by July 16 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
Sept. 16, 2019, at 11:59 p.m. ET	Deadline to complete the Standardized Video Interview for all granted extension requests and retakes
Oct. 15, 2019 (expected)	For applicants who completed the Standardized Video Interview after the Interview Window and by Sept. 16 at 11:59 p.m. ET: <ul style="list-style-type: none"> ▪ 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. ▪ Total scores will be made available to the applicant. ▪ Total scores will be released to medical schools, for those applicants who consented and attend a U.S.-based medical school.

Part 3: Registering for the Standardized Video Interview

No Registration Fees

There are *no* registration fees for the Standardized Video Interview for the ERAS 2020 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 2020 season opens on June 6, 2019. You register for the video interview in the ERAS application. You will need an ERAS token from your designated dean’s office before you can register for the video interview.

After you sign in to the ERAS system, navigate to the ERAS dashboard. On the ERAS 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 link to the Standardized Video Interview login page. The system may reissue your email invitation throughout the interview cycle, which deactivates your previous email invitation. Use the most recent email invitation you receive to access the Standardized Video Interview.

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 deciding not to apply to an emergency medicine program in the ERAS 2020 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 2020 season. Your Standardized Video Interview and total score will 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 [Score Reporting for Returning Applicants](#) 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, applicants must adhere to a set of common procedures.

The Interviewee Agreement is a legally binding contract between you and the AAMC. It sets forth the terms and conditions under which the AAMC will permit you to access and complete the Standardized Video Interview. In addition to the terms explained below, all policies and procedures contained in the current version of *The AAMC Standardized Video Interview: Essentials* are expressly incorporated as additional terms of the Interviewee Agreement. *You must indicate that you understand and agree to abide by the terms of the Interviewee Agreement to proceed with the Standardized Video Interview.*

The Interviewee Agreement will appear before the HireVue Terms and Conditions when you first launch your interview. These documents will appear on a single window. You must read them in their entirety to accept.

Full Text of the Interviewee Agreement

Before you continue with the Standardized Video Interview, you must agree to each term and condition described below. Adherence to the Interviewee Agreement is necessary to maintain 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 2020 season.

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:

- 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.
- Searching for potential responses online in advance or while completing my video interview.
- Providing assistance to another interviewee during the video interview, unless approved by the AAMC.
- Presenting another person’s responses as my own.
- Impersonating an interviewee or engaging someone else to complete the video interview for me.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

- 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 ERAS application, to my medical school (if I consent) 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 those stated in *The AAMC Standardized Video Interview: Essentials*, or fail to fully cooperate in any investigation of a violation, I may face the following consequences:

- My score may be placed on hold while the AAMC completes its investigation.
- 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 *The AAMC Standardized Video Interview: Essentials*, and I understand the consequences for failing to comply.

Authorization to Release the SVI Score to Your U.S.-Based Medical School

U.S.-based medical schools have requested access to their students' Standardized Video Interview 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. U.S.-based medical schools are those participating institutions that are located in the United States and grant MD or DO degrees.

All interviewees, regardless of where they attended medical school, will be asked to authorize release of their Standardized Video Interview scores to a U.S.-based medical school. This step occurs after you have answered the interview questions and before your responses are uploaded.

If you have already graduated from medical school or do not attend a U.S.-based medical school, select "N/A" because this authorization does not apply to you. If you attend a participating U.S.-based medical

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

school and you authorize release, the AAMC will send your total score directly to your school. If you do not authorize release, the AAMC will not release a copy of your total score to your school.

If you authorize the release of your score, this authorization may not be revoked. Regardless of which option you select, you have the option to share a copy of your score report with your medical school or residency advisor, at any time.

Full Text of Authorization

The AAMC offers interviewees who are currently enrolled in a U.S. based medical school that grants MD or DO degrees the option of authorizing the AAMC to release their total Standardized Video Interview score to their participating school.

If you have already graduated from medical school or do not attend a U.S.-based medical school, select “N/A” below.

For interviewees who are attending a U.S.-based medical school: By selecting “I Agree,” you acknowledge that you have read and understand this agreement and you authorize the AAMC to release a copy of your Standardized Video Interview total score directly to your U.S.-based medical school.

- I Agree — and attend a U.S.-based medical school.
- I Do Not Agree.
- N/A — I have already graduated from medical school or do/did not attend a U.S.-based medical school.

Use of Personal Information

The AAMC will use your personal information — including collecting, storing, and processing it — 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 ERAS application, to your U.S.-based medical school (if you consent), and to other third parties as stated in these policies.

Your Standardized Video Interview total score and the associated videos will be released to any emergency medicine program to which you apply through the ERAS platform during the 2020 season. If you reapply to an ACGME-accredited program that uses the Standardized Video Interview for the ERAS 2021 season or future ERAS seasons, total scores from all scored attempts on the Standardized Video Interview will be reported for a total of three ERAS seasons pursuant to the [Score Reporting for Returning Applicants](#) section of this document.

Any information published by the AAMC related to the Standardized Video Interviews will use 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 policies above.

Arbitration

You have one exclusive remedy available if you wish to appeal or otherwise challenge an action or decision made by the AAMC regarding the Standardized Video Interview. 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. If you elect to proceed with arbitration, understand you are waiving your right 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, this section shall take precedence.

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 receive emails regarding your Standardized Video Interview from both the AAMC and HireVue.

Step-by-Step Process

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

Step 1	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. The invitation email will be sent to the email account registered with your ERAS application.
Step 2	On the ERAS 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 select “Yes.”
Step 3	Within 24 hours of selecting “Yes” you will receive an email invitation to complete the Standardized Video Interview. The email will be sent to the email account registered with your ERAS application. The system may reissue your email invitation throughout the interview cycle, which deactivates your previous email invitation. Use the most recent email invitation you receive to access the Standardized Video Interview.
Step 4	Using a link provided in the email, access the interview platform and complete a technology check with the device (computer, tablet, phone) that will be used to complete the interview. We recommend using a computer.
Step 5	When you are ready to complete the Standardized Video Interview, enter the interview platform using the link sent in your personalized email invitation. Once in the interview platform: <ul style="list-style-type: none"> • The system will automatically conduct a technology check to confirm that your equipment is working properly. • Select the “Practice” button and practice reading and responding to questions in the interview platform. Watch your sample interviews to ensure that you are satisfied with your camera position and audio quality.
Step 6	When you are ready to begin the official video interview, select the “Start” 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.
Step 7	After completing the six Standardized Video Interview questions, you will be asked if you consent to release your Standardized Video Interview score to your U.S.-based medical school ERAS contact. This will appear as Question 7.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

Step 8	Your Standardized Video Interview responses are not stored until you select the button on the screen that is “Done answering,” “Finish,” a stop sign, or other similar term or symbol, depending on your device’s operating system.
Step 9	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 complete the Standardized Video Interview Contact Form .

Interviewing More Than Once

Requests to retake the Standardized Video Interview will be considered only in the event of a technical problem. Refer to [Reporting a Technology or System Issue](#) for more information. Otherwise, there are *no retakes*, and applicants may complete the Standardized Video Interview only once during the ERAS 2020 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 2020 application. 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

Receiving Your Score

You will receive a score report by email on Sept. 3, 2019 (expected), provided you completed your interview during the Interview Window. If your extension request was approved or you are issued a retake and you completed your interview between July 17, 2019, and Sept. 16 at 11:59 p.m. ET, your interview will be scored and reported on Oct. 15, 2019 (expected). The score report will include your total score, score distribution, percentile rank table, and any applicable notes. AAMC staff will not provide scores over the phone.

Score Report Notes

If applicable, your score report — provided to both you and the programs to which you applied — may include one or more of the following notes:

1. The applicant was active duty military during the interview window and did not complete the interview. No score is reported. Please disregard the noncompletion.
2. No score reported due to a technology or system issue. A retake opportunity was provided but not completed by the deadline.
3. The applicant did not respond to one or more question(s) and received a rating of “1” for the question(s).
4. The applicant provided information in a response that could be used to identify a patient or identify a colleague portrayed in a negative light. No score is reported.

Rescoring

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

Reporting Your Score to Programs

Because you are applying to a residency through the ERAS platform, you do not need take any extra steps to insert your score and video into your ERAS application. Your total score for the Standardized Video Interview you completed this season will be provided to all ACGME-accredited emergency medicine programs to which you applied in the ERAS 2020 season and that participate in the Standardized Video Interview as part of the application.

Your Standardized Video Interview total score is expected to be reported on Sept. 15, 2019, provided you completed your interview during the Interview Window. If your extension request was approved or you were issued a retake and you completed your interview between July 17 and Sept. 16 at 11:59 p.m. ET, your interview will be scored and reported on Oct. 15, 2019. The AAMC is not responsible for any claims for damages resulting from delayed transmissions of Standardized Video Interview scores for any reason.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

Score Reporting for Returning Applicants

The AAMC will report your score in one of the following methods if you are a returning applicant who completed the Standardized Video Interview as part of a previous ERAS application:

- If you complete the Standardized Video Interview as part of your ERAS 2020 application, your 2020 score will be displayed in the ERAS Program Directors Work Station. An accompanying report (PDF) with your Standardized Video Interview score(s) from the current year, and scores from up to two previous years, will be provided to all ACGME-accredited emergency medicine programs to which you applied in the ERAS 2020 season and that participate in the Standardized Video Interview as part of the application.
- If you *do not* complete the Standardized Video Interview as part of your ERAS 2020 application, no score will be displayed in the ERAS Program Directors Work Station. An accompanying report (PDF) with your Standardized Video Interview score(s) from up to two previous years will be provided to all ACGME-accredited emergency medicine programs to which you applied in the ERAS 2020 season and that participate in the Standardized Video Interview as part of the application.

Future ERAS Season Score Reporting

If you reenter the residency selection process, your Standardized Video Interview total scores will be retained and reported to ACGME-accredited programs that use the Standardized Video Interview as part of their residency selection process for a total of three ERAS seasons. For example, scores reported in the ERAS 2020 season will also be reported in ERAS 2021-2022 seasons if you choose to reenter the residency selection process.

The individual programs will determine whether you must complete the Standardized Video Interview for that ERAS season.

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 2020 residency applications.

Score Cancellation

If the AAMC determines your interview responses reveal information that could be used to identify a patient or are in breach of the Interviewee Agreement, your score will be canceled. The AAMC will report your score as canceled and will not provide the videos to programs; refer to [Score Report Notes](#). If contacted, the AAMC will provide the program a short statement about why your score was canceled.

Part 7: Accommodation and Extension Requests

Interviewing With Accommodations

If you have a disability or medical condition that may require an adjustment to the standard interview conditions, please submit a [Standardized Video Interview: Accommodations Request Form](#) to residencyinterview@aamc.org. The AAMC will begin to process accommodation requests on May 1, 2019.

Your accommodation request must be accompanied by documentation that sufficiently demonstrates your need for the accommodation requested. Such documentation may include an evaluation from a health care provider or official documentation of prior accommodations provided by your medical school or the United States Medical Licensing Examination (USMLE). All documentation must be in English. Please feel free to contact the AAMC regarding what type of documentation you should submit.

You should request an accommodation as soon as possible (at least 30 days before you plan to take the interview) to increase the likelihood of interviewing during the Interview Window or before the deadline of Sept. 16, 2019, at 11:59 p.m. ET if you are granted an extension.

The AAMC will notify you via email with our decision. If your request is approved, follow the instructions provided with your approval email to avoid delays in confirming your accommodations. If your request is *not* approved, your initial registration for the interview remains valid, and you will interview under standard conditions.

Requesting an Extension

There are several circumstances in which the AAMC will grant you an extension to complete the Standardized Video Interview after the July 16, 2019, deadline. Extensions are granted at the AAMC's sole discretion.

The AAMC will begin to process extension requests on May 1, 2019. To request an extension, submit a completed [Extension Request Form](#) as soon as you believe that any circumstance below pertains to you, but no later than Aug. 16, 2019. Requests submitted after Aug. 16, 2019, will not be considered. All documentation substantiating your extension request must be in English and received by the AAMC by Aug. 30, 2019. Allow one week for the AAMC to process your extension request or documentation review.

If your accommodation 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; your pending request is sufficient.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

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

Circumstances in which extension requests will be considered	Required documentation to substantiate your extension request*	How to submit documentation
Your first emergency medicine clerkship starts on or after July 17, 2019. (An Emergency Medicine clerkship is not required to perform well on the Standardized Video Interview.)	Copy of your M3 and M4 course/rotation/clerkship schedule or transcript	SVI Client Technical Support will request documentation after your request is received.
You are already in a residency training program and are reentering the match.	Copy of the offer letter from your current residency position, or other confirmation of employment	SVI Client Technical Support will request documentation after your request is received.
You are active duty military during the Interview Window.	Copy of your active duty orders	SVI Client Technical Support will request documentation after your request is received.
You experience an unexpected or unforeseeable circumstance (e.g., natural disaster) during the Interview Window.	Media announcements, awareness of sustained inclement weather	SVI Client Technical Support will request documentation after your request is received.
You experience a death in the family during the Interview Window.	Provide the deceased person’s name, your relationship, a link to the death announcement (if available), and the name and phone number of the funeral home, hospital, or hospice	SVI Client Technical Support will request documentation after your request is received.
You experience an unexpected life event (e.g., hospitalization, serious illness in the family) during the Interview Window — this does not include financial hardship.	A doctor’s note to reflect hospitalization or caring for a family member with a serious illness	SVI Client Technical Support will request documentation after your request is received. Limit the amount of health information provided to what is pertinent to substantiate your request.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

*If you are submitting documentation found on the internet, print the entire webpage so the URL and website branding (e.g., school logo) is identifiable. The AAMC will not rely solely on your assertion as to the source of the documentation you provided.

Extension Request Decisions

If your request for an extension is granted, you must complete your interview by Sept. 16, 2019, at 11:59 p.m. ET. The AAMC will release scores for such interviews on Oct. 15, 2019, in consideration of how and when program directors decide 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 Sept. 16, 2019 deadline, it will be considered a [noncompletion](#).

Active duty military service members: If you are unable to apply for an extension by Aug. 16, 2019, or do not complete the interview by Sept. 16, 2019, and you provide a copy of your active duty orders, the AAMC will advise emergency medicine program directors to disregard the noncompletion when reviewing your residency application; refer to [Score Report Notes](#) for more information.

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 able 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. Forms submitted within 24 hours will receive prioritized review. If an interview irregularity is confirmed, you may get 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 a technology or system issue occurred during your interview that affects our ability to score your interview. However, the AAMC will likely contact you in August or September 2019; 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's 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 [Investigation Procedures and Consequences](#).

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

Retake

If the AAMC determines that you need to retake your Standardized Video Interview due to a technology or system issue, you will receive a new interview invitation. You must complete the whole interview. All retakes must be completed by Sept. 16, 2019, at 11:59 p.m. ET. Total scores for retakes completed after the Interview Window will be reported on Oct. 15, 2019.

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

Part 9: Discussion, Violations, and Investigation

Discussion of the Standardized Video Interview

The AAMC developed 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 question.
- Assisting anyone else in doing any of the above.

Violations

Some applicants may choose to disregard the rules 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:

- At its sole discretion, the AAMC may place the applicant’s score on hold while it conducts its investigation.
- 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.

The AAMC Standardized Video Interview: Essentials for the ERAS® 2020 Season

Last Updated: June 3, 2019

- 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 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 time, or permanently.
- The AAMC reserves all rights to take other action as is warranted in certain circumstances.

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 confidentially. 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.

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.

Accommodations	https://students-residents.aamc.org/applying-residency/article/svi-accommodations/
Standardized Video Interview Questions and Call Center	<p>Standardized Video Interview Contact Form: https://students-residents.aamc.org/applying-residency/article/svi-contact/</p> <p>Webpage: aamc.org/standardizedvideointerview</p> <p>Phone: 202-540-5460 Hours: Monday-Friday, 8:00 a.m.-6:00 p.m. ET Closed Wednesday, 3:00-5:00 p.m. ET</p>
Extension Request	https://students-residents.aamc.org/applying-residency/article/svi-extensions/
Technology Issues	https://students-residents.aamc.org/applying-residency/article/svi-technology-disruptions/
HireVue Technical Questions	<p>The HireVue platform has professionals ready to assist you 24/7 with any technical issues before or during your interview. Please reference the HireVue code displayed at the bottom of your personalized email invitation.</p> <p>Email: support@hirevue.com Phone: 800-655-4106 (U.S.) 011-801-316-2910 (Outside U.S.)</p>