

# Touchstone Institute Overview Transcript

## Video Transcript

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### **Sara Bull**

Employees at Touchstone Institute are encouraged from their very first day at work that we don't work in silos. So every department in the organization is really committed to the experience of the internationally educated health professional and how we can use our expertise in the field to really advance their ability and their skills.

### **Dr. Patrick Quaid**

Touchstone Institute looks at examining healthcare professionals and assessing them relative to North American standards.

### **Ramesh Venkatesaperumal**

Anyone who is going to Touchstone can expect organized, well-structured kind of examination to an extent that you actually forget that it is an examining kind of an environment. That's the strength of Touchstone.

### **Dr. Hanika Pinto**

Touchstone institute had standardized patients as part of our training. Standardized patients were the most important part of our interaction at Touchstone. There's an actually patient sitting on the other side that gives you feedback. I think it was helpful to feel what a patient's going through at the time and gaining certain confidence because you're doing it in an environment which is a little more controlled.

### **Ramesh Venkatesaperumal**

It's almost real. These people have been prepared so well, you are made to believe as if it's almost a natural kind of hospital environment.

### **Dr. Hanika Pinto**

You feel a little more confident going in on your first day when you know what patient interaction is supposed to be like and what to expect.

### **Sara Bull**

All staff, front line and behind the scenes, are there to create a really fair and positive experience.

**Dr. Patrick Quaid**

Touchstone Institute excels at this because they have the logistics in place and they have the training in place to allow the subject matter expert to concentrate on writing the content, blue printing the exam.

**Dr. Hanika Pinto**

Touchstone reached out to me and I am now a member of their board. We can help towards planning for other examinees that are going through the whole process the way I did. And it helps me feel like I'm giving back.

**Dr. Patrick Quaid**

As a doctor, I'm glad that they do this because it serves two purposes. Firstly, it allows the international applicant to have confidence that there's a repeatable process in place. And secondly, it allows the regulators to have a confidence in a process that's truly independent. And that's really vital to make sure that the Canadian public is protected, that they're receiving a level of healthcare that is appropriate. Bottom line is it's public protection.