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References (Maximum of 5 references. References should follow the *Chicago Manual of Style* or *AMA Manual of Style* reference formatting. Examples below.)

1. [Article] Reisman AB, Brown KE. Preventing communication errors in telephone medicine. *J Gen Intern Med*. 2005;20(10):959-963.

2. [Forum article] Tepper DL, Weissman MA. Can we live-stream primary care? Challenges in the adoption of e-consults and video visits. *SGIM Forum*.
<https://www.sgim.org/File%20Library/SGIM/Resource%20Library/Forum/2020/SGIM-February-2020-Web.pdf>. 43(2);2:15-16.
3. [Website] Krumholz HM. Where have all the heart attacks gone? The New York Times.
<https://www.nytimes.com/2020/04/06/well/live/coronavirus-doctors-hospitals-emergency-care-heart-attack-stroke.html>. Published April 6, 2020. Updated May 14, 2020. Accessed July 15, 2020.
4. [Book] Ambrose, SA, et al. *How Learning Works: Seven Research-Based Principles for Smart Teaching*. San Francisco: Jossey Bass; 2010.

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