CyberPatient™

Student
User Guide

www.cyberpatient.ca

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CyberPatient User Tips

CyberPatient is continuously upgrading and advancing the platform to ensure a seamless experience for all users. Since the digital world is so diverse and changes so quickly, we will continue to do our best to meet all users' different needs as we advance.

In the meantime, while we work behind the scenes on optimizing the platform, here are some tips to help you navigate seamlessly through all parts of the clinical cases and the system.

And remember, when in doubt, consult! Our dedicated team is ready to assist you; info@cyberpatient.ca.

Optimal Browsers and Connections

- For a seamless experience, please use **Google Chrome browsers (best choice) or Safari (second choice)**.

- Before starting or restarting a case, **please clear your cache of images and files.** Specific browsers could create technical issues with some areas of the platform showing overlapped.
  To do this, go to chrome://settings/clearBrowserData and check the box for cached images and files>Clear Data.
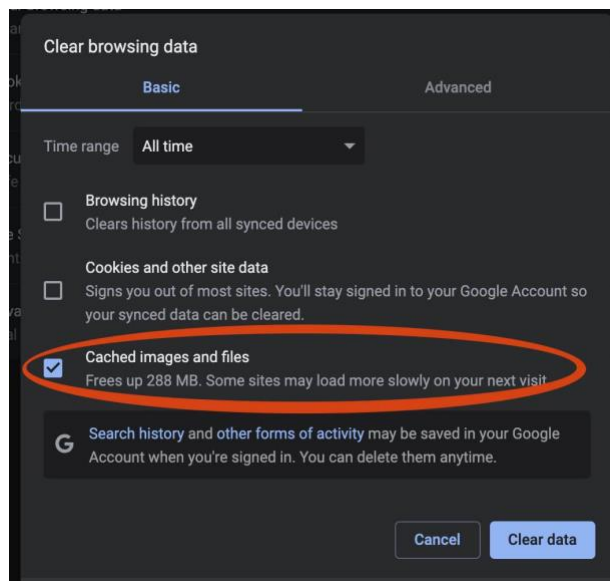
  The alternative is to use CyberPatient in an **Incognito window**.

- Some institutions and clinical settings have protective Firewalls against third-party software. Please consult with your IT teams to make sure that **CyberPatient is safe-listed**. Revert to using CyberPatient in an Incognito window if this is not possible.

Technical Support

- For technical support and user issues, please contact info@cyberpatient.ca.

- Use the 'Help +' tab located at the bottom right-hand side of your screen to create an instant ticket when experiencing technical issues or to reach out to a team member for support.

- Take note of any notices like the one shown below on the top left-hand side of the dashboard.
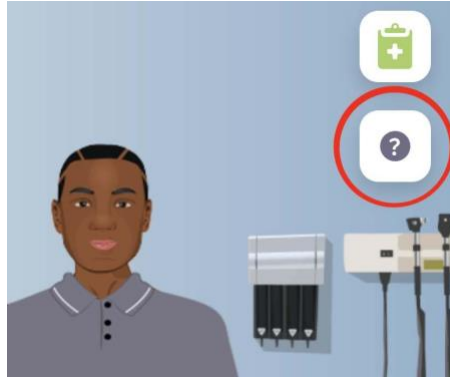
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HELP Navigating a Case!

- While navigating through a case, users can access additional support resources by clicking on the '?' as seen below. There are multiple tutorials available to assist each section of the cases. This is located under the patient chart.

- CyberPatient clinical cases are linear - meaning, once a section has been completed and submitted, the user cannot go back to that section to edit. Instead, a user will need to restart the case from the case library.

- Skill Levels All cases can be completed on 4 different levels. Faculty members will inform the user to set their levels for specific cases:
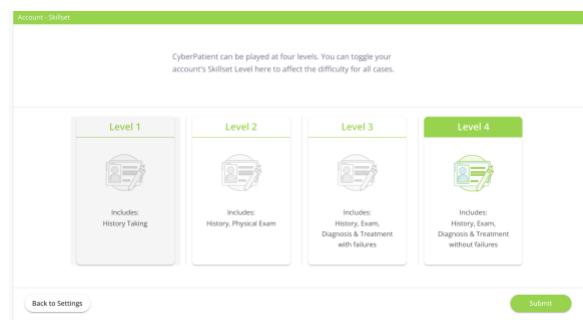
  Level 1 - History taking
  Level 2 - History taking and Physical Examination
  Level 3 - Full continuum of care - allowing for 3 consecutive mistakes. The platform will prompt the user to continue with the case after 3 mistakes.
  Level 4 - Full continuum of care - after 3 consecutive mistakes, the case is terminated, and the user will have to restart the case without saved data.

  Please go to your settings; change settings, and save to adjust your skill levels.
 https://app.cyberpatient.ca/account/skillset

Remember to check the user levels before starting a case as changing it midway through the case will prompt the user to start the case from the beginning

History Taking and Physical Examination

- When searching for a question in the **History Taking** section, please **use keywords** and not complete sentences to search for what you are looking for. The same applies when searching for **Special Examinations; use** specific test names or keywords if you know them.

- Please make sure to save your history taking by clicking on the **Finish History Taking** before closing the browser window. This will save your progress for when you return to the case.
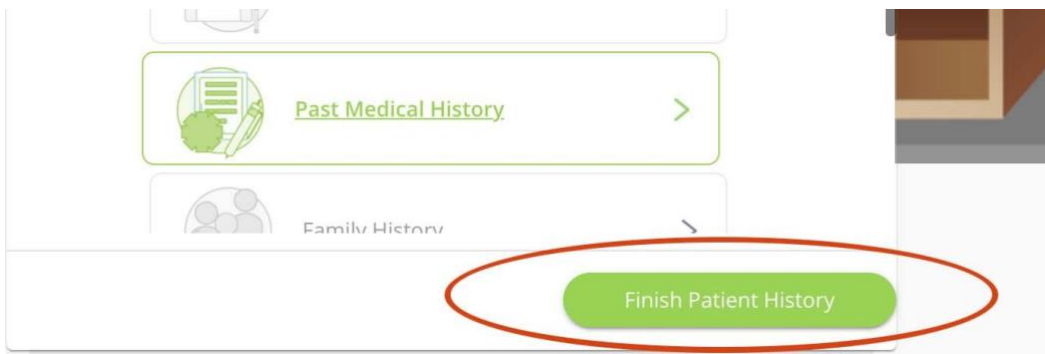

- Please make sure to save your physical examination

- Once you have completed questions during history taking, please document your findings in the Patient Chart. This allows students and course facilitators to see the progress in each case and decision-making skills. Remember to use the **patient chart** to document your findings throughout the continuum of patient care.
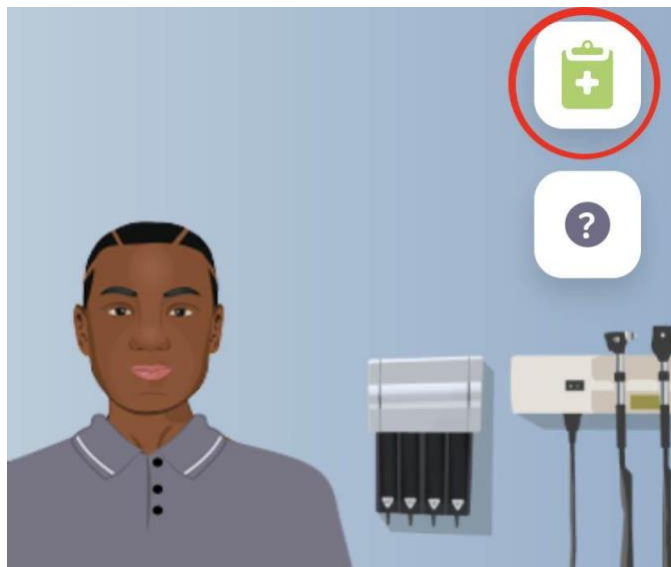
- During **Physical Examination**, users will notice that some options are greyed-out. Please adjust your patient's position using the tools shown in the image below to activate the greyed-out options.
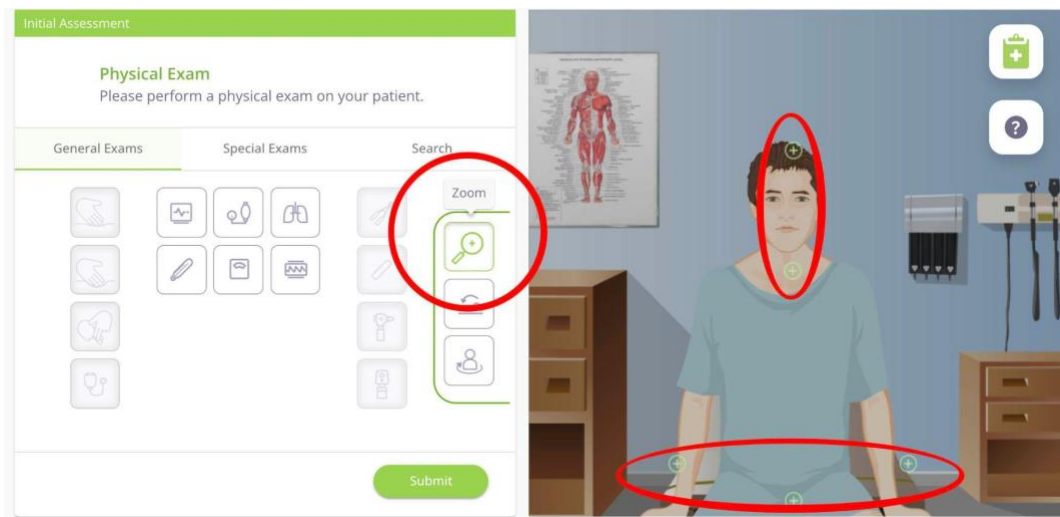
- Use the **Zoom button** (shown below) to see specific areas of the patient, then click on the desired site of the patient to examine. This is identified on the screen with (+).

- Additionally, this will activate additional tools (as seen in the second image below). Users will hold down the mouse for some physical examinations, such as auscultation, to complete the process.
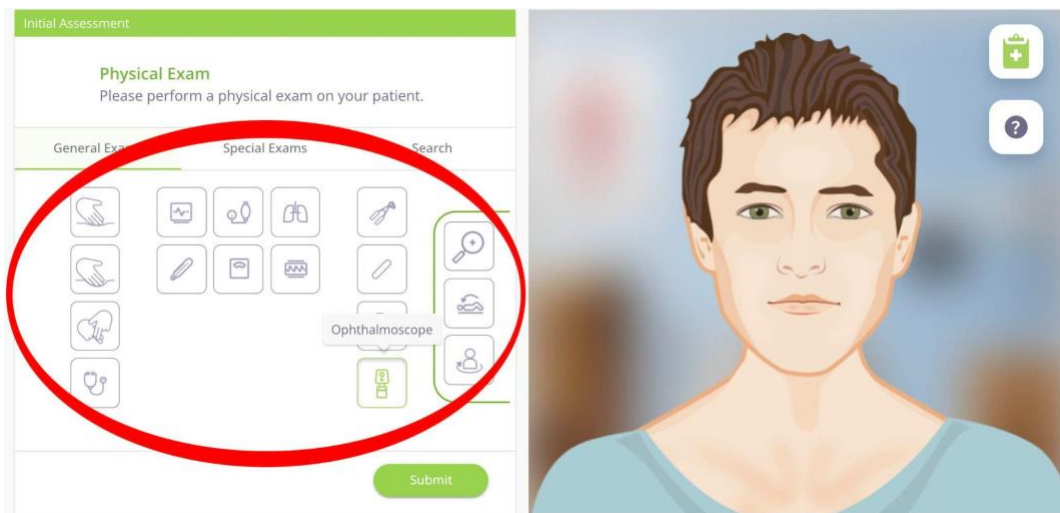
- CyberPatient has a well-equipped library of additional educational resources, including textbook style, video, and animated assets for all users to access 24/7. These are found in the left-hand navigational panel > **Educational Resources** (seen below). Use the search button in the Educational Resources module to search for assets to assist you.
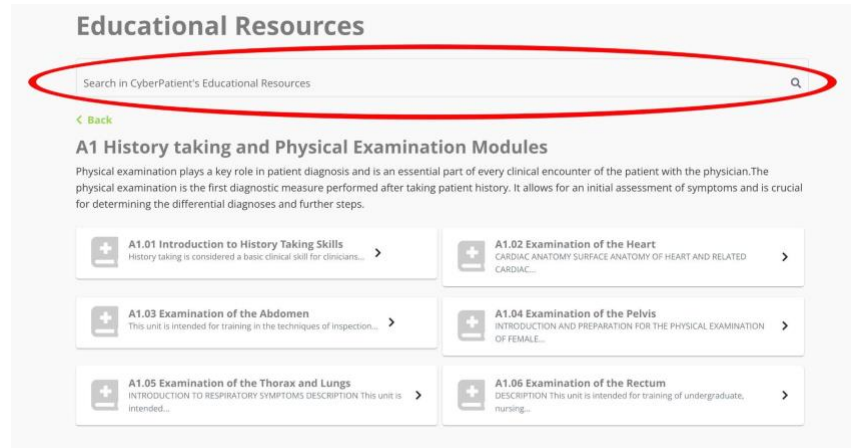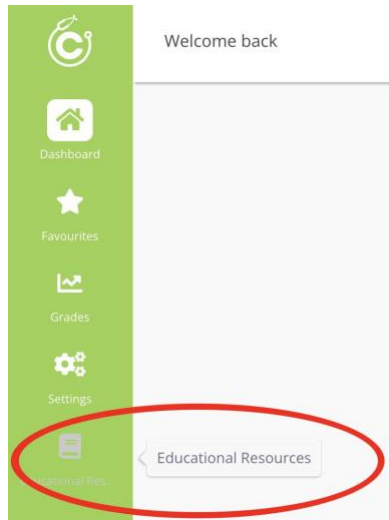
The AI Scoring System in CyberPatient

History Taking

Questions and answers are broken up into 3 categories:
- **Most relevant** - (green in feedback)
- **Relevant** - (grey in feedback)
- **Less relevant** - (red in feedback)

CyberPatient scores a user based on the **most relevant** questions chosen. The others, **relevant** and **less relevant**, are not scored. So, for example, if a case has 100 questions and 50 of these questions are considered most relevant, and a user chooses to ask all 50 most relevant questions, the score will be 100%.
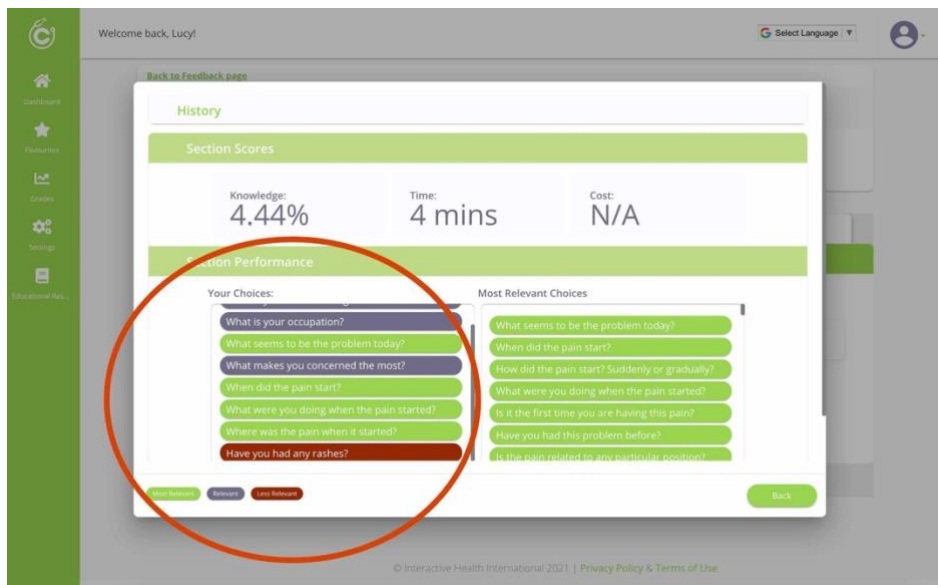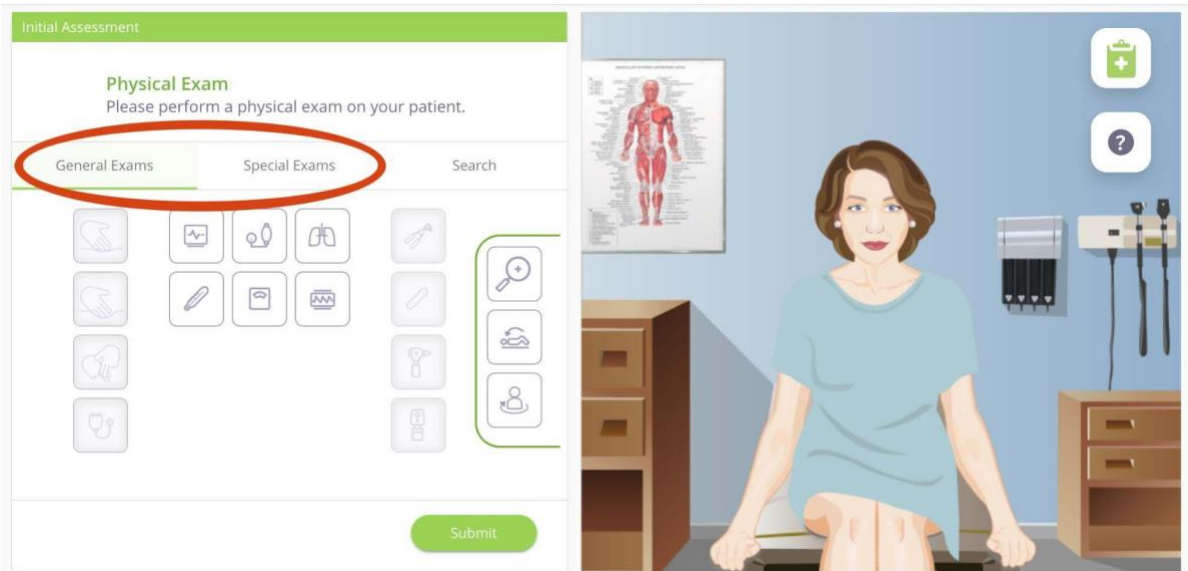

If users skip the history-taking process, they will score 0%, the same as if they ask all available questions instead of selecting the most relevant case.
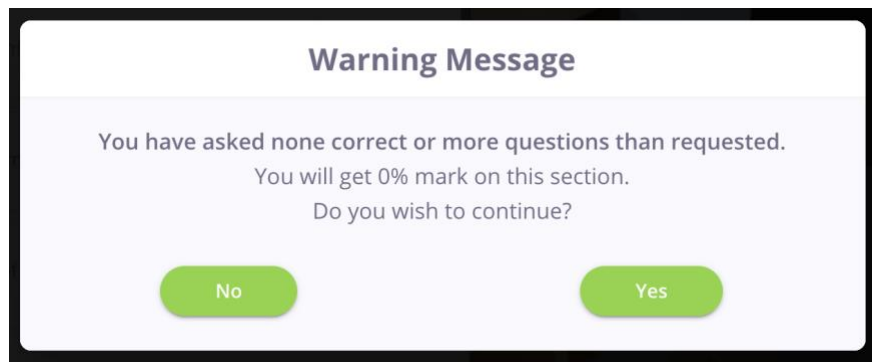
Physical Exam

The scoring for physical examination is divided into 2 parts; general examination and special exams.

During general exams, **vital signs plus height and weight (see below) are scored for all cases**. Additionally, all appropriate special exams per case are scored. Score deductions occur when the most relevant and appropriate exams have **not** been completed.
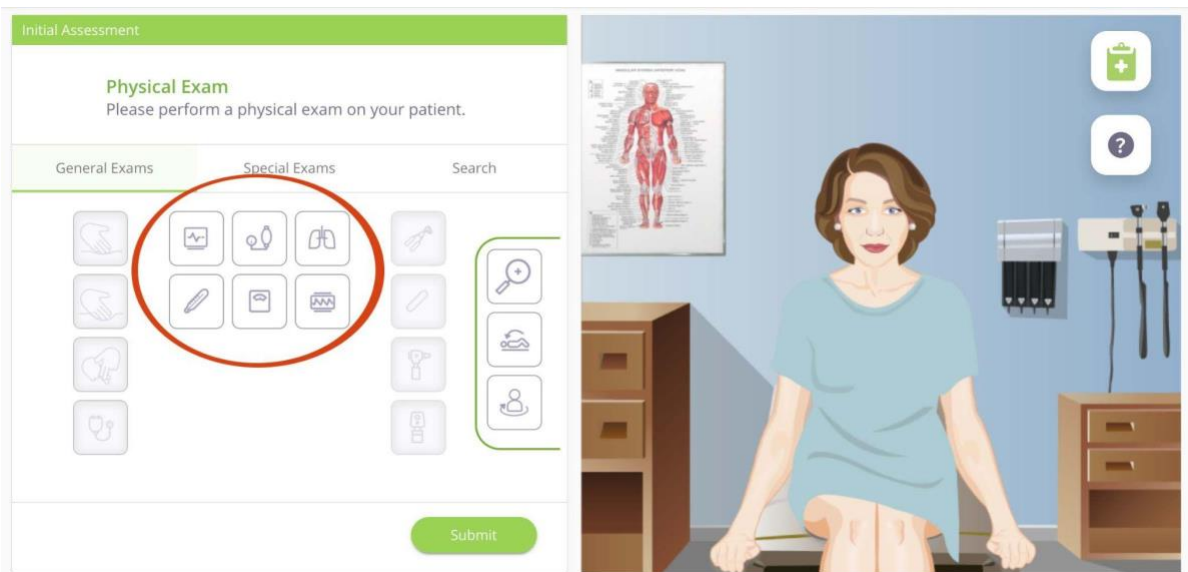
Further scoring occurs when the most relevant additional general physical exams options are selected that are most appropriate to each case. **Irrelevant general exams** will **not be deducted** from the score; however, they will be highlighted in the feedback section.

The Patient Chart

Although the patient chart is **not included** in the automated scoring system in CyberPatient, it is medical best practice to document all patient interactions, including history taking, examination, findings, diagnosis, etc. Clear documentation allows the facilitator/educator to assess and provide feedback to the user. A user can still move forward in the case without completing the chart.
Please note: the patient chart cannot be edited once the case is completed.
Don't close the patient chart without saving the chart - SAVE and CLOSE before clicking on the rest of the platform.
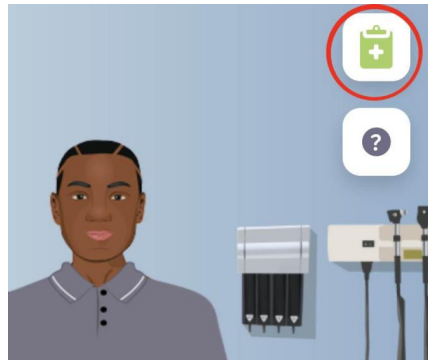

Investigations (Lab Tests)

The most relevant lab test/s appropriate to each case are scored. There are over 700 lab tests to choose from in CyberPatient. If irrelevant tests are selected, points are **not deducted;** however, they are highlighted in the feedback. Irrelevant lab tests chosen will affect the overall cost of the case.

Provisional Diagnosis

The cases have 3 or 4 provisional diagnoses to choose from at this stage of the case. One option will always be incorrect. When incorrect options are selected, a window pop-up will inform the user. Each incorrect option selected will deduct 50%. Three correct options chosen first are scored at 100%.
If the user's skill level is set to level 3 or 4 - you will move forward, but the score will be zero.
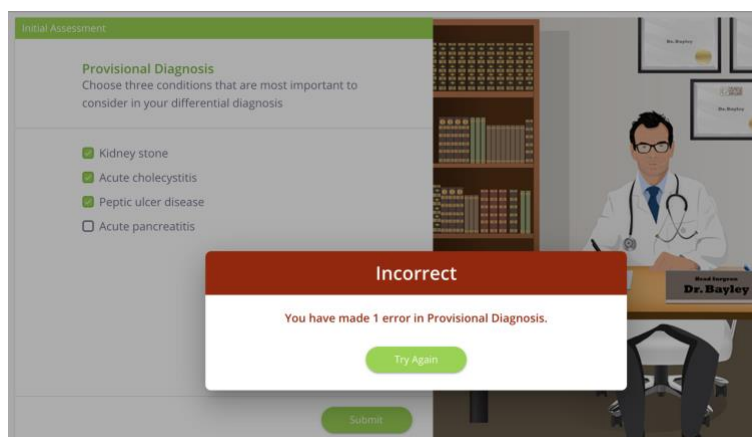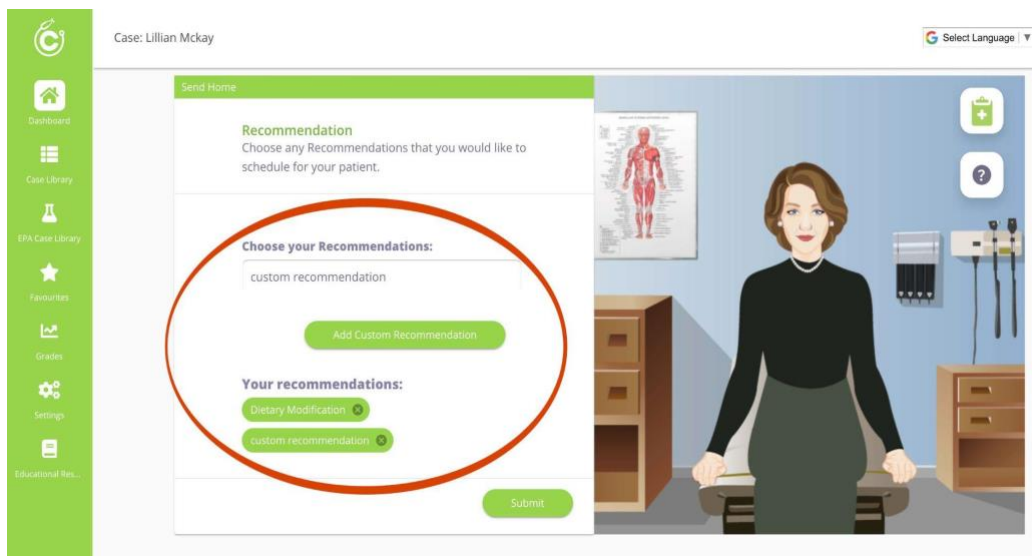
Final Diagnosis

For each case, a single final diagnosis is the correct one. For every incorrect answer chosen, 50% is deducted from the score. Three mistakes made on level 3 will allow the user to advance in the case, and the user will advance. However, three mistakes on level 4 will end the case, and the user will have to start from the beginning.

Please note: All sections showing multiple choices have the '3 mistakes rule' appropriate for each user level. Remember to check the user levels before starting a case, as changing it midway through the case will prompt the user to start the case from the beginning.

Management Recommendations

The most appropriate recommendation for each case selected from the drop-down menu is scored. User can choose their own recommendations and add to them; however, they are not scored.

Follow-up

Users are prompted to select from the provided options during the follow-up section. For each case, a single follow-up is the correct one. For every incorrect answer chosen, 50% is deducted from the score.
The user can make 3 mistakes on level 3, and the user will advance. However, on level 4, the case will end, and the user will have to start from the beginning.
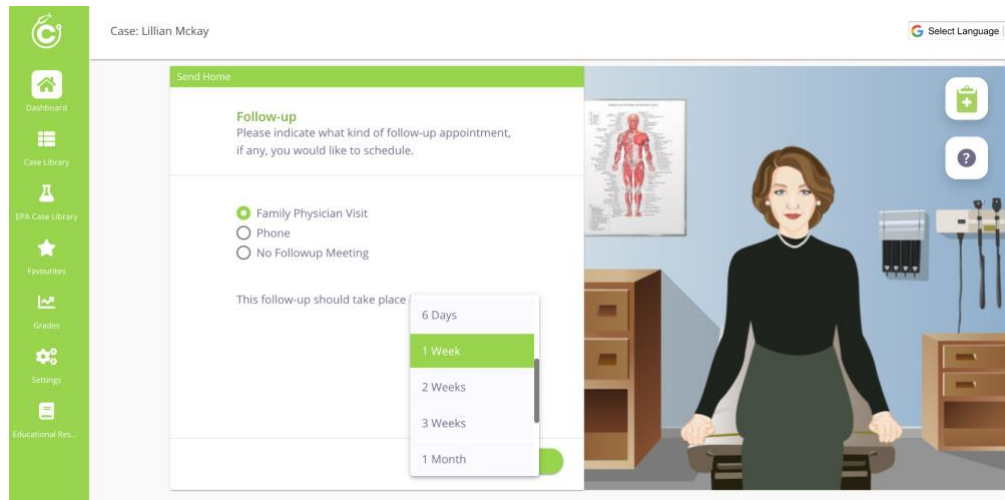
Treatment / Prescribing Medications

Scoring is based on the name and the strength of the medication. North American Gold standard medications are the most appropriate in CyberPatient. Because different institutions and global regions use other options as the gold standard, when alternative medications are selected, the score will not be penalized.
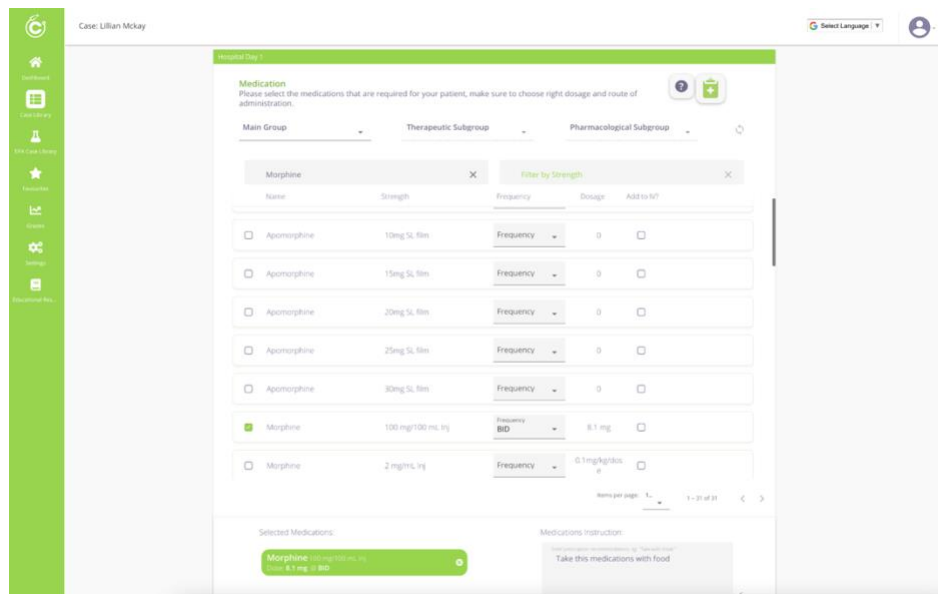
Overall Results

Users can see all the results for each case section (as seen below). Users can investigate further by clicking on the tabs and feedback.

Scrub In Training Videos

Tutorials for each level of CyberPatient.

Scrub in Level 1 introduces users to CyberPatient and the student dashboard. The video explains the skills and processes for navigating Level one - History Taking and the Patient Chart
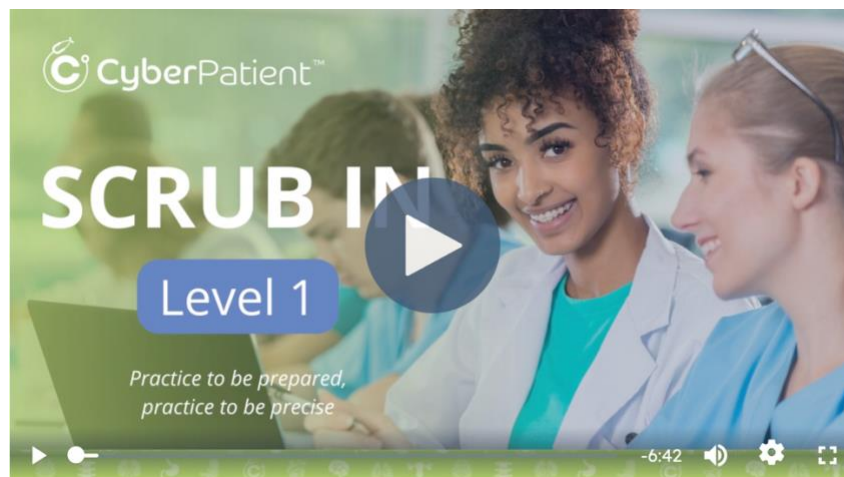
<u>Scrub in Level 2</u> covers Level 2 - History Taking and Physical Examination. Level 2 also focuses on experiential learning or 'learning by doing.'

<u>Scrub in Level 3</u> covers Level 2 - History Taking and Physical Examination. Level 2 also focuses on experiential learning or 'learning by doing.'

Help Hub

Please consult the CyberPatient HelpHub for all queries you may have.

Cost Analysis

1. Why do I see a $ amount attached to my case?

   The dollar amount shown does NOT have any commercial or monetary value is solely for **COST AWARENESS**. The system automatically tallies a general cost for each case's time, tests, and inaccuracies. Therefore, the amount shown is NOT an exact amount but close to the real-life cost associated with the case and the patient. The cost analysis highlights how mismanagement of a patient could drive up costs with associated effects the patient, clinical facility, and the healthcare system may incur.

Gold Standard Patient Management

2. What is the platform's patient management based on?

   CyberPatient uses North American and Canadian Gold Standards clinical guidelines as a basis for the automatic feedback and grading system. However, we are aware of alternative clinical guidelines that countries, healthcare systems, or hospitals may have. Therefore, we made the system as flexible as possible to accommodate. Users can send suggestions to info@cyberpatient.ca for consideration.

Prescribing Medications

3. Why can I only see some medications and not other options like generic or different names?

   CyberPatient used Gold Standard options for medications. However, we are aware of alternative medicines. Please reach out to our team with alternative suggestions; info@cyberpatient.ca for consideration.