



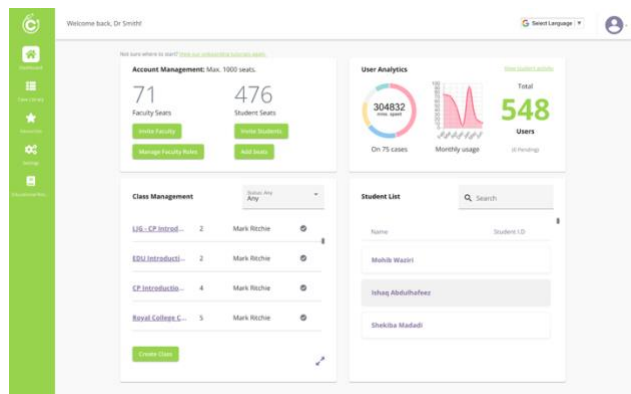
INSTITUTIONAL & FACULTY USERGUIDE

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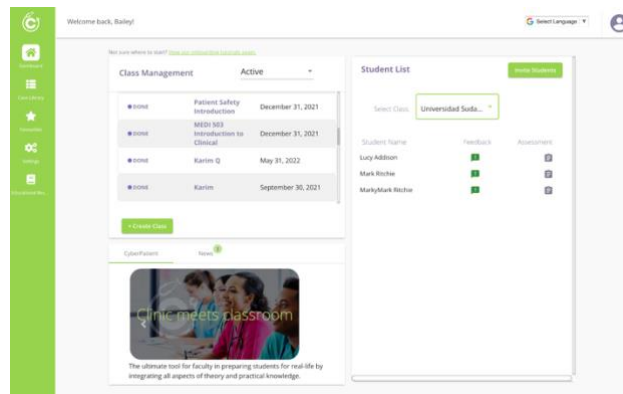
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1) Institutional vs. Faculty Account Abilities



Institutional Dashboard



Faculty Dashboard

	Institutional (Admin) Dashboard	Faculty Dashboard
Account Management displays faculty and student seats	✓	
Request additional student seats (upgrade licences)	✓	
Integration into grading schemes and LMS	✓	
Register faculty to the platform	✓	
Register students to the platform	✓	✓
View the activity status of students (active, inactive, pending)	✓	✓
Create/ archive a class	✓	✓
Add/ remove cases to a class	✓	✓
Add/ remove students to a class	✓	✓
View user analytics of the whole institution	✓	
View student course history	✓	
View analytics of class performance	✓	✓
View individual student reports with access to each students' personal dashboard	✓	✓
Administer formative assessment	✓	✓
Customize summative assessment criteria	✓	✓
Administer summative assessment	✓	✓
Customize with institution logo (appears on completion certificate)	✓	
Customize signature, signatory name & title (appears on completion certificate)		✓

2) Institutional vs. Faculty Training Videos

Clinic Prep 1 – Account Management

This first Clinic Prep video introduces you to CyberPatient and walks you through how to set up your institution and import students and faculty.



Clinic Prep 2 – Class Creation

The second Clinic Prep training video covers the CyberPatient case library and how to easily create a class.



Clinic Prep 3 – Class Management

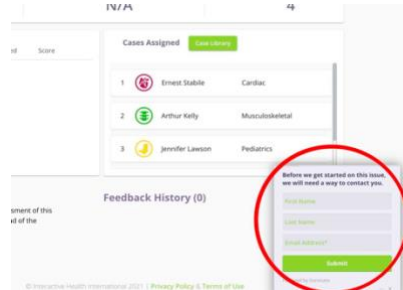
The 3rd Clinic Prep training video covers how to monitor class performance and CyberPatient's 3 assessment tools.



3) General Information

Technical Support

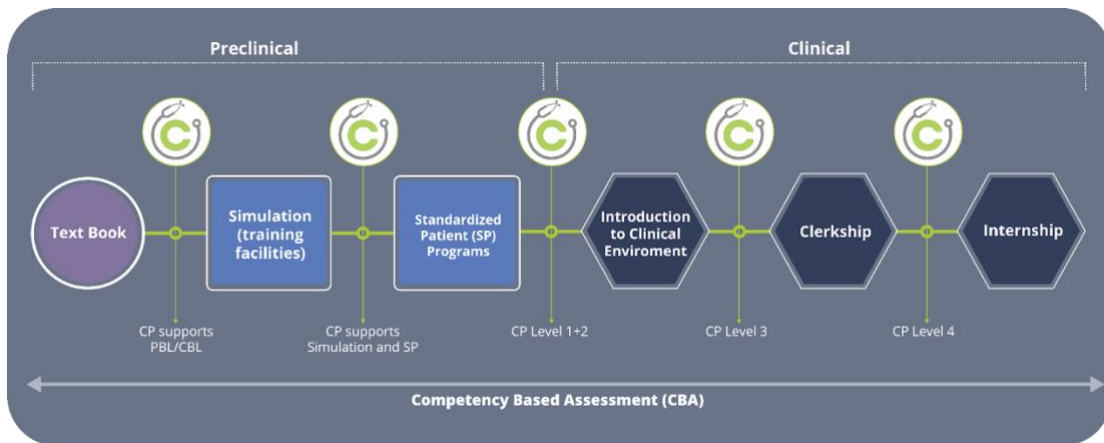
- For technical support and user issues, please contact info@cyberpatient.ca.
- Use the 'Help +' tab located at the bottom right-hand side of your screen to create an instant ticket when experiencing technical issues or to reach out to a team member for support.



Curriculum Integration

CyberPatient is a tool to revolutionize healthcare education and effective curriculum integration will maximize your experience. This Curriculum Integration Guide introduces CyberPatient’s pedagogically sound concept and functionality that supports any new/existing curriculum or medical/healthcare school’s programs. Learn how to scale to all levels of the healthcare education journey, from pre-clinical to internship and beyond.

For more information, please refer to our comprehensive manual on [Curriculum Integration](#).

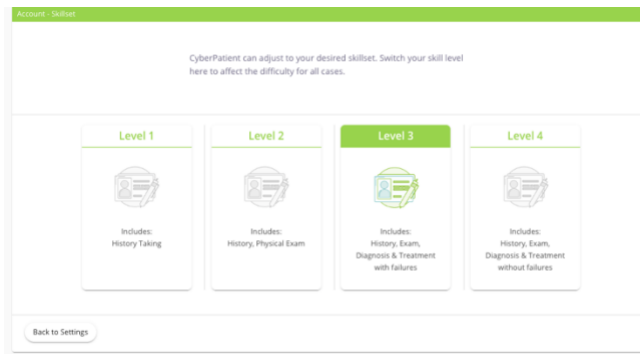


Skill Levels

CyberPatient has four different levels available for each case. When designing a class, faculty and institutions set the appropriate recommended level for their curriculum:

- **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.



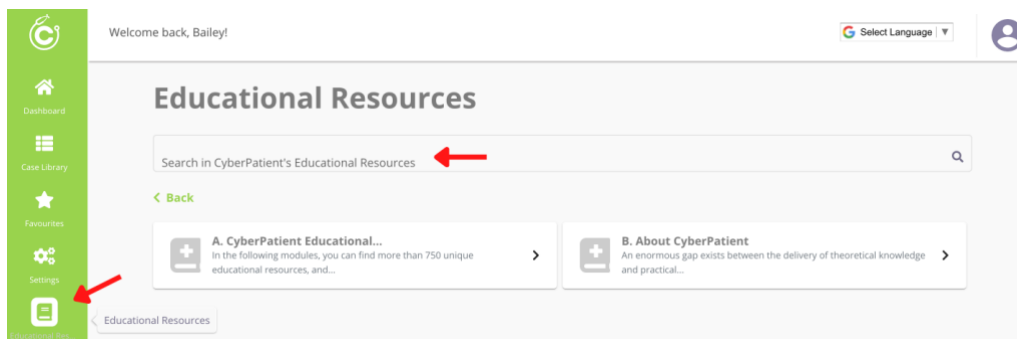


Educational Resources

CyberPatient has a well-equipped library of additional educational resources provided by the University of British Columbia. This includes textbook style, video, and animated assets available to all users. 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.

Note - At the end of each case, the educational resources will be displayed in **References**.

Note - When searching for resources, put your search in "quotations".



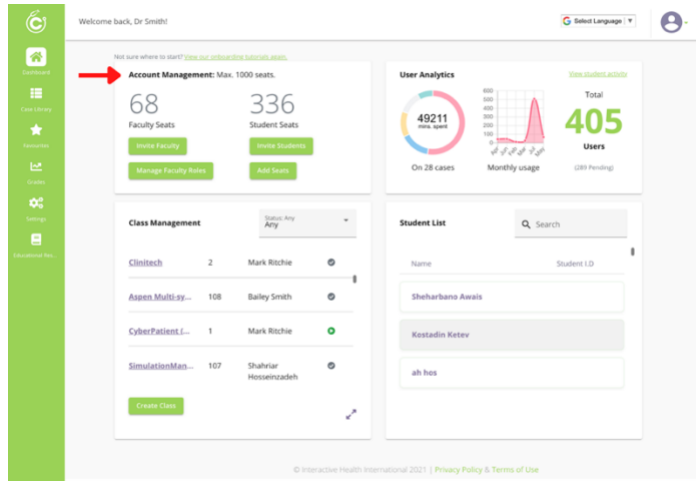
Student User Guide

For information about completing cases and navigating the platform from a student dashboard, please refer to the **[Student User Guide](#)**.

4) Institutional Dashboard and User Tips

Importing Students & Professors

Account administrators will add faculty and students to the institutional platform. This can be done individually or in bulk. Students/ Professors are imported in bulk by uploading a CSV file. Manage the seats (professor and student users) in **Account Management** on the dashboard.

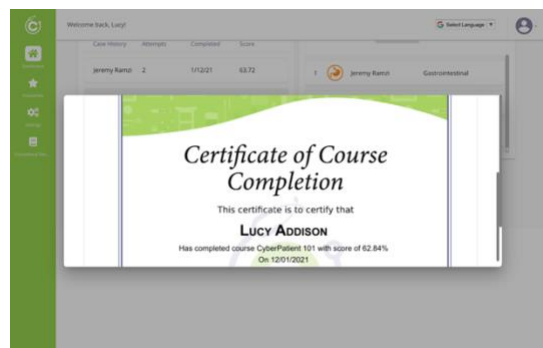


Students/ Professors added to the platform by the institution will receive an email to create a password to join the institution. If the individual already has a CyberPatient account, they will be invited to the institution via email. They will have 7 days to accept the invitation.

Note - This will upload students' to your institution and not to specific classes. Once students are in the institution's system, they may be added to classes by professors or account admins. Please see **Pg. 10** for adding students to classes.

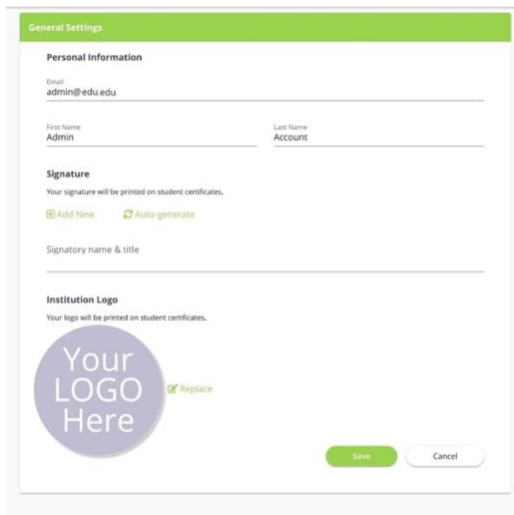
Customizing Completion Certificates

At the end of each class, passing students will receive a downloadable course completion certificate. Customize your university's brand on the CyberPatient patient platform by adding your school's logo and chosen signature.



Example of downloadable personalized course certificate

[Click here](#) to upload your logo and signature, or navigate to **Settings > General Settings**.



Note - The logo will be uploaded only by Institutional accounts; however, Professor

Integrating LMS

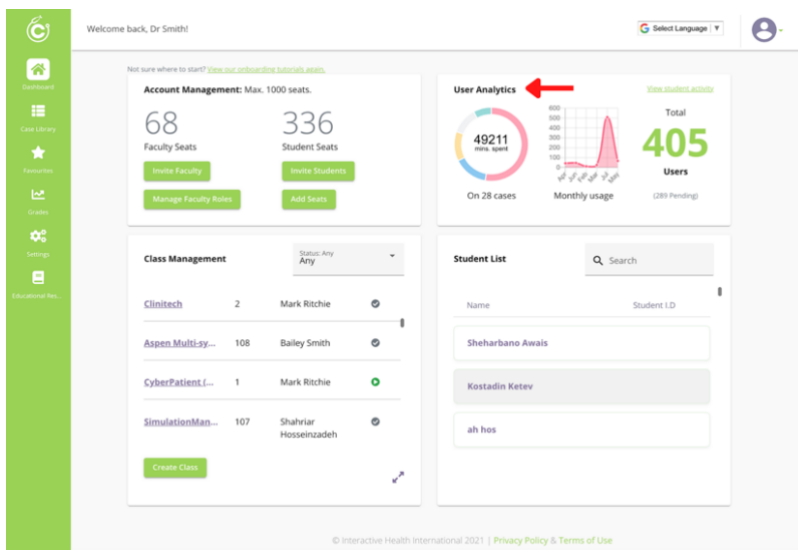
CyberPatient will work with you and your IT department to integrate the platform onto your Learning Management System (LMS). Please reach out to info@cyberpatient.ca to learn more.

Reports & Data Collection

Institutional dashboards receive **User Analytics** including:

- Minutes spent on the platform
- Number of used cases
- Monthly usage rates
- Total users and pending users

Institutional accounts also have access to individual student and class performance data, for more information, refer to **Monitoring the Class (Pg. 13)**.



Note - Faculty & institutions have access to all student performance data and students

5) Faculty Dashboard and User Tips

Creating a Class

To create a class, go to the dashboard and under **Class Management** click + **Create Class**. You can determine a *class name*, *course duration*, *skill level* and *passing score*.

Note - To achieve the learning objectives, CyberPatient recommends a minimum score of 80% for each level. However, the passing score is determined based on your preference. For more info see page 4 of our manual on [Curriculum Integration](#).

Back

Create New Class

Fill in the class details that you would like your student to see. Add your student list and assign cases to your new class.

Class Name *

Description *

Enter course period

Bailey Smith

Level 3

Required passing percentage

Complete

Select an existing or create custom Summative Assessment criteria for this course.

Course: Default

Criteria	Percentage Score
Student completed all their CyberPatient assignments.	25 %
Student responded to feedback and worked to improve clinical skills, clinical reasoning and critical thinking.	25 %
Student reached the required level of performance.	25 %
Student had a good overall attitude toward the online education process and virtual learning environment.	25 %

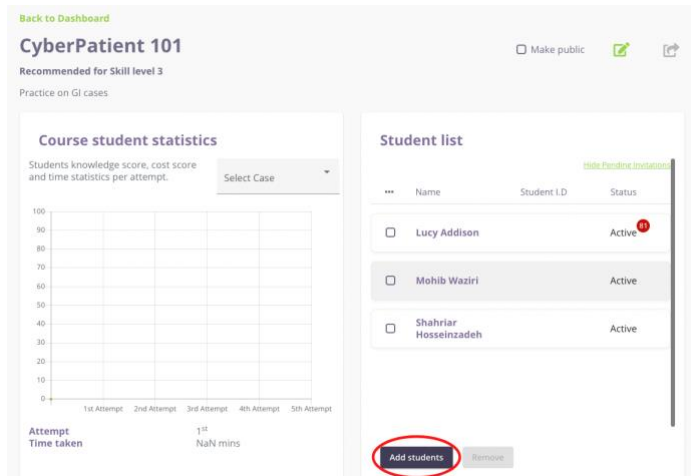
Note - CyberPatient provides default summative assessment criteria. To customize your criteria, select the dropdown menu and choose **Create New**.

Adding Students to a Class



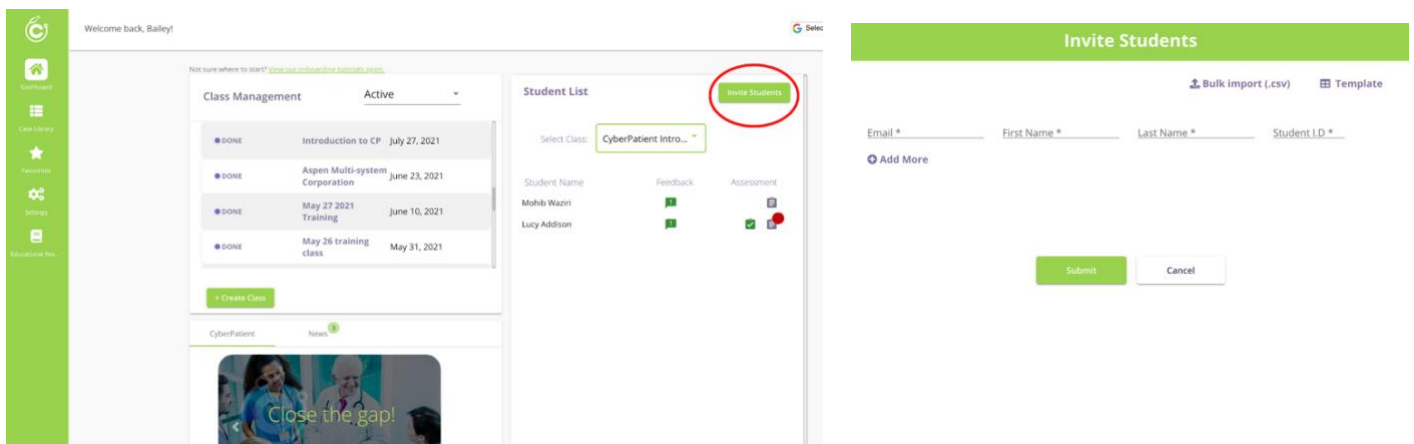
1) If students have previously been added by Account Admin

Select add students when creating a class or opening an existing class. From here, you can search for students manually and add them to the class. Please do NOT send a link to your classroom, your students will not be able to access the cases through a shared link.



2) If students need to be added to the platform and the class

To perform this, go to the dashboard and click on **Invite Students**. You may add students individually or in bulk using the downloadable CSV file. Please do NOT send a link to your classroom, your students will not be able to access the cases through a shared link.



Once students have been invited to the class AND accepted the invitation, you can add them to the class (follow the instructions in 1).

Case Library

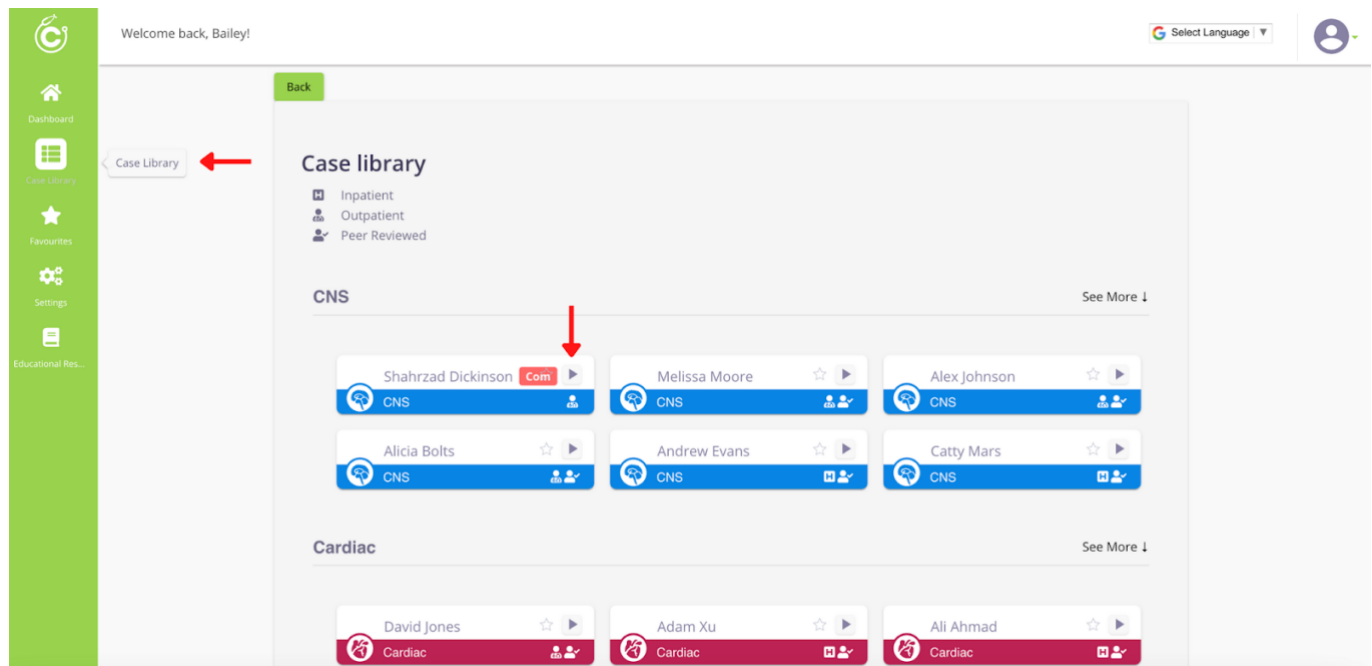
CyberPatient has more than 130 peer-reviewed cases. We offer the following systems:



- CNS
- Cardiac
- ENT
- Gastrointestinal
- Genitourinary
- Musculoskeletal
- Neoplasms
- OBGYN
- Pediatrics
- Psychiatry
- Respiratory
- Surgery

To look through cases, select **Case Library** on the left navigational bar. Cases are organized by system, click **See More** to view all cases in that system. To try the case out yourself, enter the case library from the left navigational panel, from here, click the ▶ button when navigating the case library.




Note - Cases can only be tried when entering the Case Library from the left navigational bar. You will not be able to play the case when adding cases to a class.



*Note - Diagnoses and learning objectives can only be seen when assigning a case to a class. Learn more below in the **Adding cases to a class** section.*

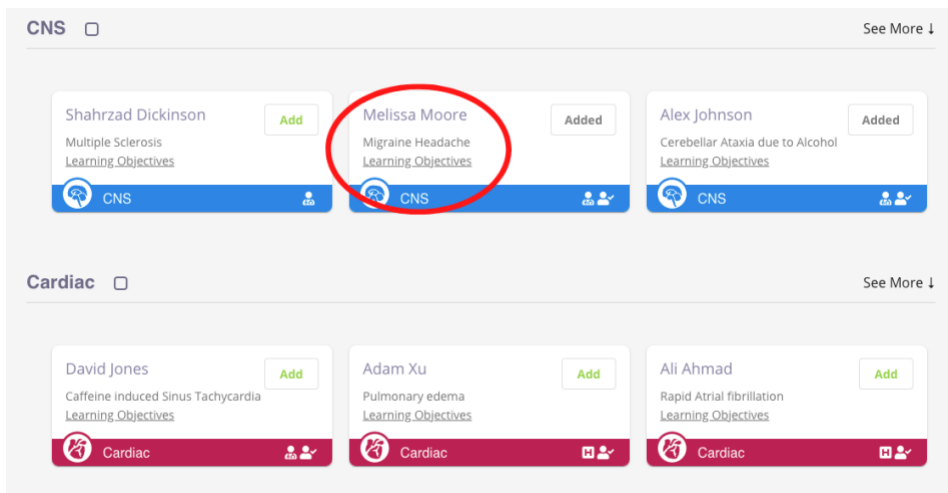
Refer to the legend to see if a case is peer-reviewed, in-patient or out-patient.

Case library

-  Inpatient
-  Outpatient
-  Peer Reviewed

Adding Cases to a Class

When creating and managing a class, the **Learning Objectives & Diagnosis** appear for each case. These objectives align with [MCC objectives](#). This information will only be available to the professor. Students only see the patient's name and system.



The screenshot displays a user interface for a case library. It is organized into two main sections: **CNS** and **Cardiac**. Each section contains a grid of case cards. The **CNS** section has three cards: Shahrzad Dickinson (Multiple Sclerosis), Melissa Moore (Migraine Headache), and Alex Johnson (Cerebellar Ataxia due to Alcohol). The **Cardiac** section has three cards: David Jones (Caffeine induced Sinus Tachycardia), Adam Xu (Pulmonary edema), and Ali Ahmad (Rapid Atrial fibrillation). Each card includes the patient's name, diagnosis, a link to 'Learning Objectives', and an 'Add' button. The 'Migraine Headache' card for Melissa Moore is circled in red. The interface also includes 'See More' links for each category.

Given a patient with headaches, the candidate will:

- list and interpret critical clinical findings, including**
 - symptoms and signs that indicate a need for urgent brain imaging and/or referral for specialized care;
 - symptoms and signs to differentiate amongst the various causes of headaches;
- list and interpret critical investigations including**
 - appropriate and cost-effective laboratory and diagnostic imaging tests;
 - indications and contraindications for lumbar puncture;
- construct an effective management plan, including**
 - describing and contrasting symptomatic and prophylactic treatments;
 - avoiding medication overuse;
 - determining if the patient needs urgent and/or specialized care;
 - educating and counseling the patient regarding the causes and management of headaches;
 - determining if the patient is at risk for narcotic addiction or overuse.

Monitoring Class Performance

Open the class that you would like to monitor. The graph under **Course student statistics** displays the average performance scores for each attempt. Below outlines the average time spent based on the attempt. The dropdown menu allows you to view the class' performance for a specific case. To view the data across the whole course (all cases), select **"Average"** in the dropdown.

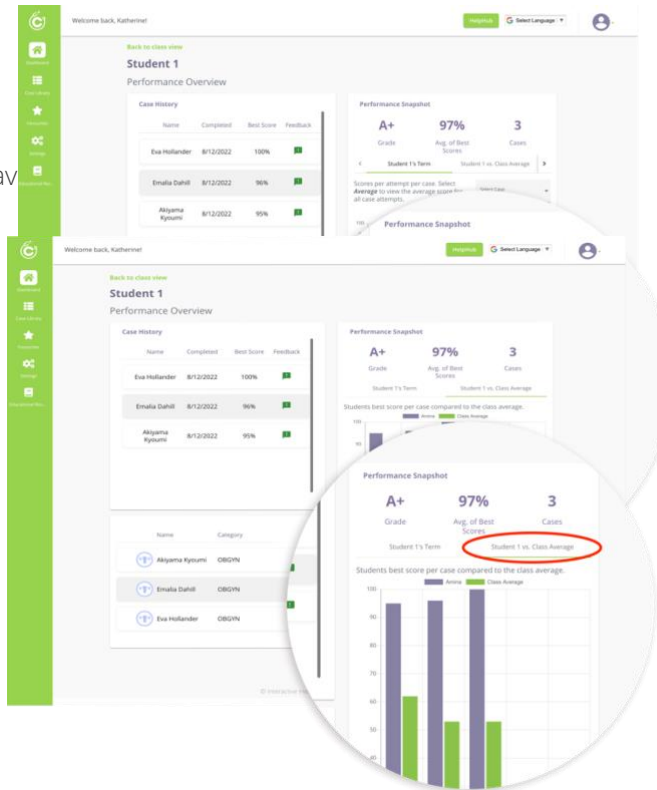


Note - The **Course Student Statistics** will only show if at least one attempt by a student was made.

On the left, you will see **Student List**. You can identify students by their name or ID number. To view a student's performance, click on their name.

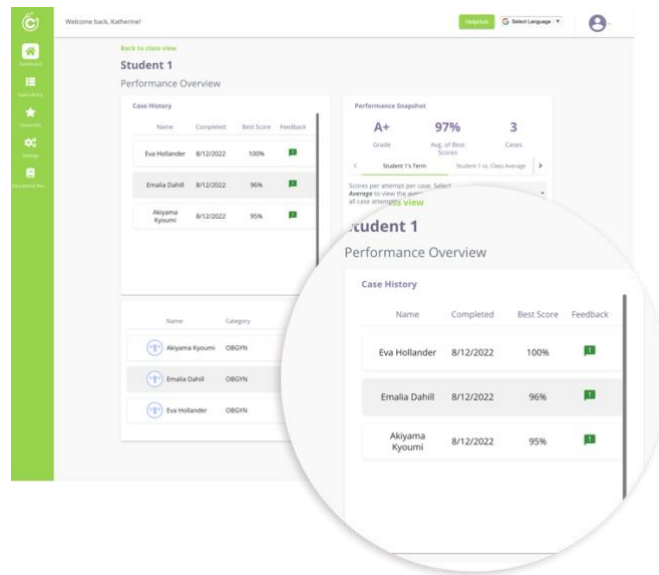
The student profile displays the **Performance Snapshot**. You can see their course grade, average score and number of cases attempted. Similar to the **Course student statistics** mentioned above, this section shows performance data by the number of attempts. Use the dropdown menu to see the data of a specific case, or select "**Average**" to see data across all cases.

To compare the student's av



The **Case History** section displays:

- the name of the cases completed
- the date of the most recent date completed
- the best score
- previous feedback (if there is any provided by the faculty)



Student Performance Overview

Click on the **Feedback** icon to examine a student's specific case performance. This displays the previous formative assessment(s) you have left and an option to administer more feedback.

See Details displays a breakdown of the student's individualized choices and calculated performance based on three indicators:

- Knowledge Score
- Time on the case
- Cost of care

Students fill in the patient chart throughout the case. To see their documented findings and reasoning, click on the **Patient Chart**. This chart can be exported as a PDF or printed.

[Back to Feedback page](#)

Overall Scores David Porter
Course: Cyberpatient 101
Case: Adha Hunt - Last completed: Apr 22, 2021

Knowledge:	Time:	Cost:	Patient Chart
80.60%	18.15 mins	\$470.18	

Score Overview

Name	Knowledge Score	Total Cost	Cost Deviation	Total Time (mins)
History Taking	38.00%	N/A	N/A	6.77 mins
Physical Exam	77.27%	N/A	N/A	4.84 mins
Investigations	75.00%	\$319.34	\$319.34	1.51 mins
Diagnosis	100.00%	N/A	N/A	0.12 mins

Documentation is available per section. For example, by clicking on **History Taking**, you will see the three performance indicators specific for that section. Select **Feedback**, to see the student's exact responses.

[Back to Feedback page](#)

Overall Scores David Porter
Course: Cyberpatient 101
Case: Adha Hunt - Last completed: Apr 22, 2021

History

Section Scores

Knowledge:	Time:	Cost:
38.00%	7 mins	N/A

Section Performance

Your Choices:

- What is your name and age?
- What is your occupation?
- What seems to be the problem today?
- When did the pain start?
- Do you have any abdominal pain right now?
- How did the pain start? Suddenly or gradually?

Most Relevant Choices

- What seems to be the problem today?
- When did the pain start?
- Do you have any abdominal pain right now?
- How did the pain start? Suddenly or gradually?
- What were you doing when the pain started?
- Does the pain come and go?

Most Relevant Relevant Less Relevant Back

The left features questions students have answered, identified by relevance. The right displays further relevant questions that could have been asked.

Formative Assessment (tips, educational resources...)

CP supports continuous formative assessment through detailed documentation of performance displayed on the student dashboard. CP gives faculty the resources to perform formative assessments whenever and as frequently as desired. For more information and tips on formative assessment, please refer to page 8 of our [Curriculum Integration Manual](#).

Back to dashboard

David Porter Recommended Skill Level: 3

Course: **Cyberpatient 101 - Apr 22 to May 5**
Practice on GI cases

Case Performance: Adha Hunt

Performance Scores See Details

80.60% Cost: \$470.18
Time: 18.15 mins

Formative Feedback ←

Provide feedback to your students...

Submitted Formative Assessments

Apr 22, 2021, 4:24 PM
Great job, practice one more time to consolidate your knowledge. Pay attention to documentation it is really important for the patient follow up.

Apr 23, 2021, 9:03 AM
good job

Save Feedback

To submit a formative assessment, click on the student profile, then the feedback icon for the specific case. (As if you were looking at the results mentioned above)

Note - Formative assessment is completed per case and per student. While summative assessment (see below) is completed per student and per course.

Summative Assessment (certificates, customization)

The summative assessment is administered once the course **period has ended**.

To run a summative assessment, go to your dashboard, under **Student List**, and select the class. To open, click on **Assessment**.

Welcome back, Bailey!

Not sure where to start? [View our onboarding tutorials again.](#)

Class Management Active

DONE	Training May 17th	May 31, 2021
DONE	Demo May 12th	May 26, 2021
DONE	Demo May 11th	May 25, 2021
DONE	Demo May 7th	May 21, 2021

+ Create Class

Student List Invite Students

Select Class: **Cyberpatient 101**

Student Name	Feedback	Assessment
Mohib Waziri	1	
David Porter	1	1
Shahriar Hosseinzadeh	1	

The summative assessment will have the predetermined criteria for the course, you may check all that apply and decide if the student has passed or failed the course. Finally, you can leave concluding comments.

Note - Summative assessment is completed on a per student and per course basis.

The screenshot shows the summative assessment interface for David Porter. The student's name is David Porter, and the course is Cyberpatient 101. The Summary of Performance section includes a green 'Summative Assessment' header and a list of four criteria, all of which are checked. The 'Pass or Fail' section shows 'Pass' selected with a green circle and a 'Score' of 100.00%. A 'Submit' button is at the bottom. To the right, the 'Performance Snapshot' shows a grade of C-, an average score of 57.36%, and 3 cases. Below that, the 'Case History' table lists three students: Lillian Mckay (1 attempt, 4/23/2021, 29.41%), Jeremy Ramzi (1 attempt, 4/23/2021, 62.05%), and Adha Hunt (1 attempt, 4/22/2021, 80.60%).

Name	Attempts	Completed	Score
Lillian Mckay	1	4/23/2021	29.41%
Jeremy Ramzi	1	4/23/2021	62.05%
Adha Hunt	1	4/22/2021	80.60%

Once the summative assessment has been administered, a certificate of course completion will be automatically generated for that student. Based on the prior customizations, the certificate will have your institution's messaging and branding.

6) Integrated Intelligent Tutoring System (IITS)

How cases are scored

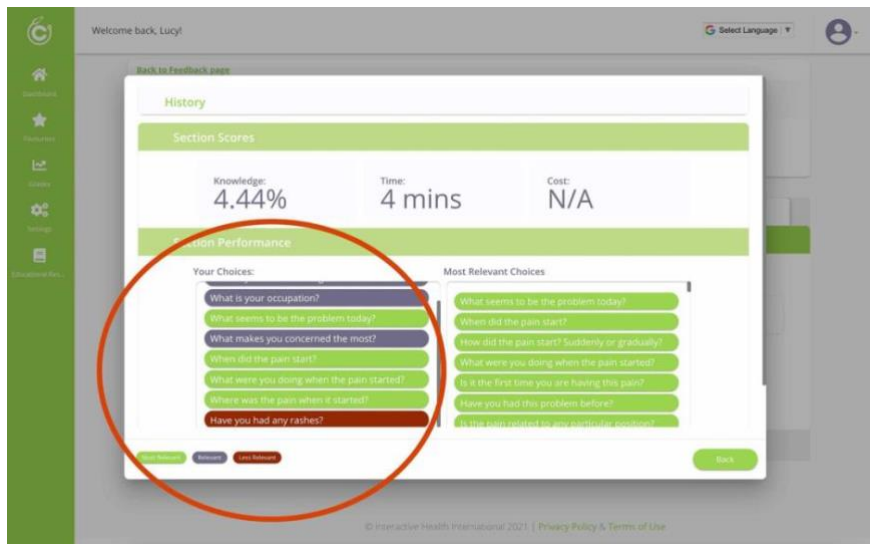
CyberPatient's Integrated Intelligent Tutoring and System continuously evaluates students' decision-making skills and provides immediate feedback.

History Taking

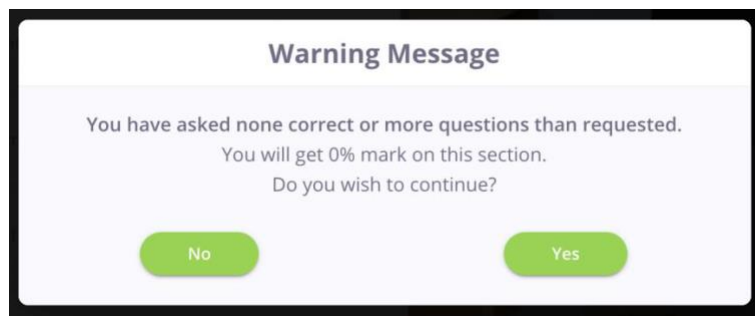
Questions and answers are broken up into 3 categories:

- 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%.

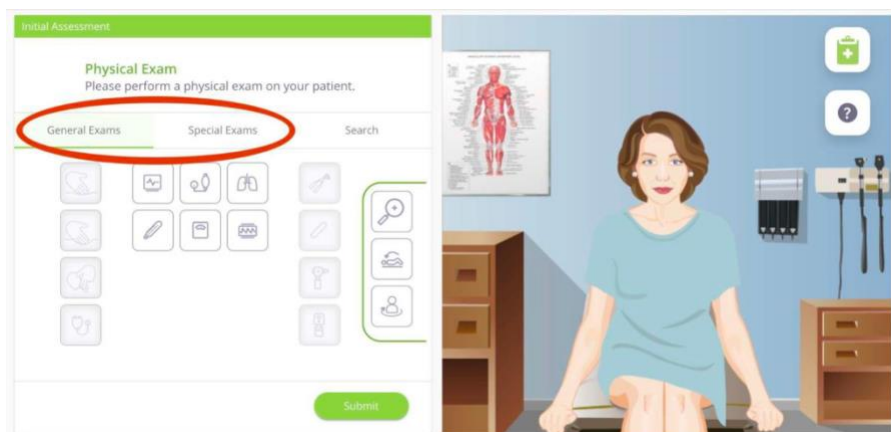


If users skip the history-taking process, they will score 0%, the same as if they ask all available questions instead of selecting the most relevant case.



Physical Examination

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

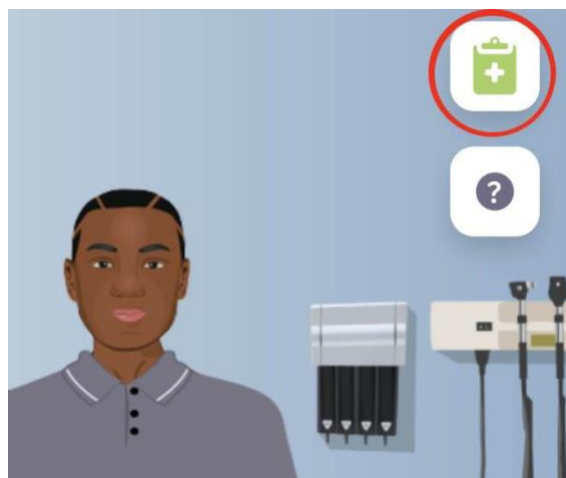
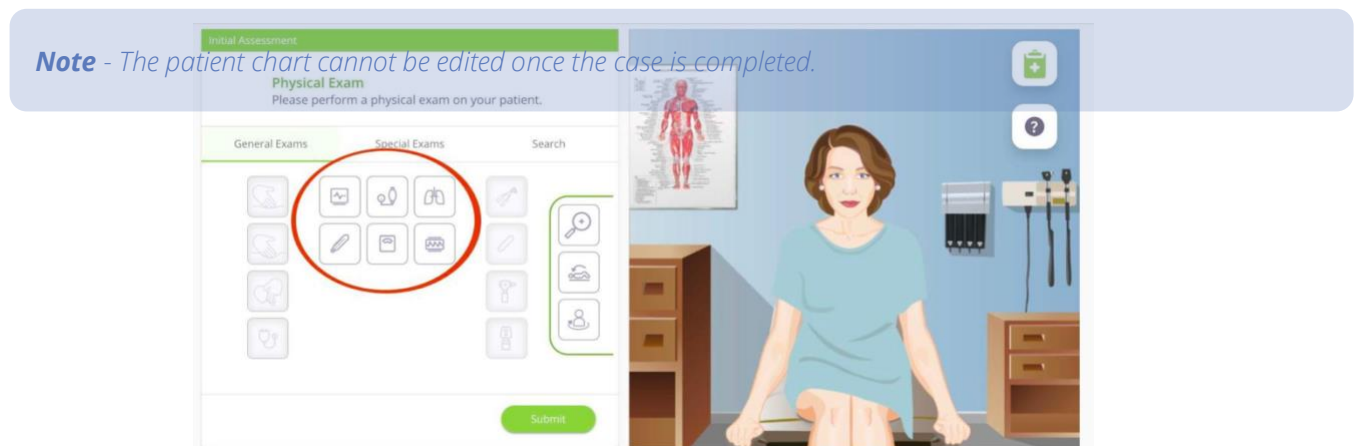


During general exams, vital signs plus height and weight (see below) are scored for all cases. Additionally, all appropriate special exams per case are scored. Score deductions occur when the most relevant and appropriate exams have not been completed.

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, all decisions (relevant or less relevant) are 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. The patient chart can be exported to a printable PDF.



Do not close the patient chart without saving the chart - SAVE and CLOSE before clicking on the rest of the platform.

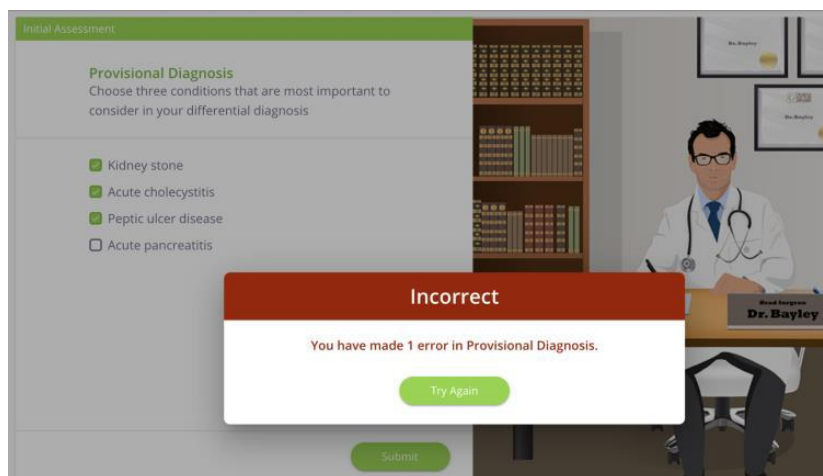
Investigations (Lab Tests)

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 care highlighted on the feedback page.

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%.

After 3 mistakes, level 3 users will move forward, but the score will be zero. In level 4, the case is terminated and the user is prompted to restart the case.



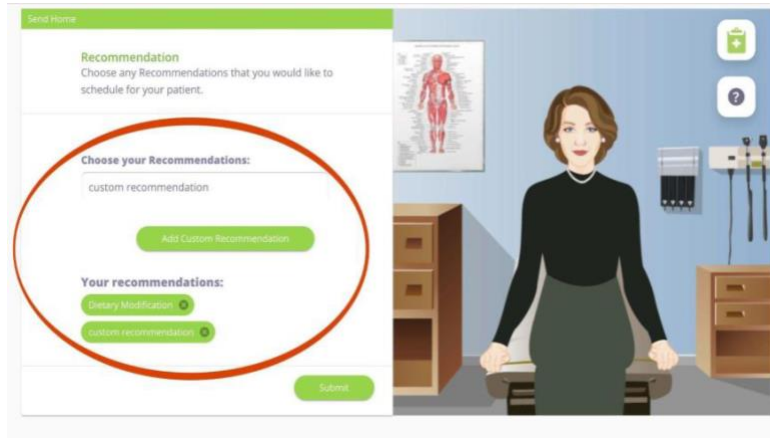
Final Diagnosis

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.

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

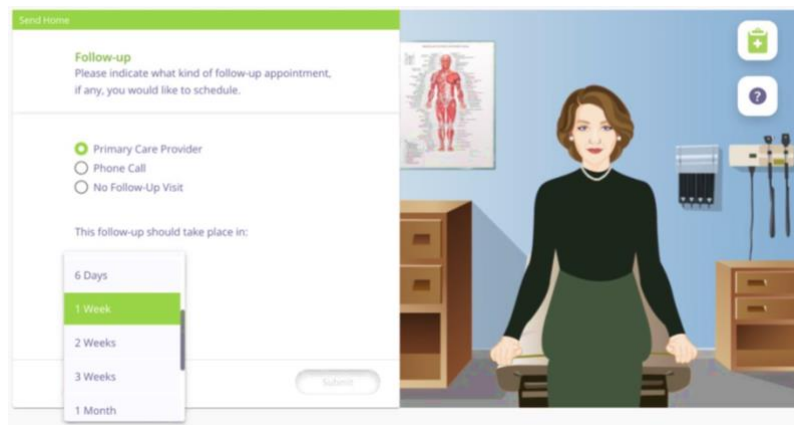
The most appropriate recommendation for each case selected from the drop-down menu is scored. User can choose their own recommendations and add to them; however, they are not scored.



Follow-up

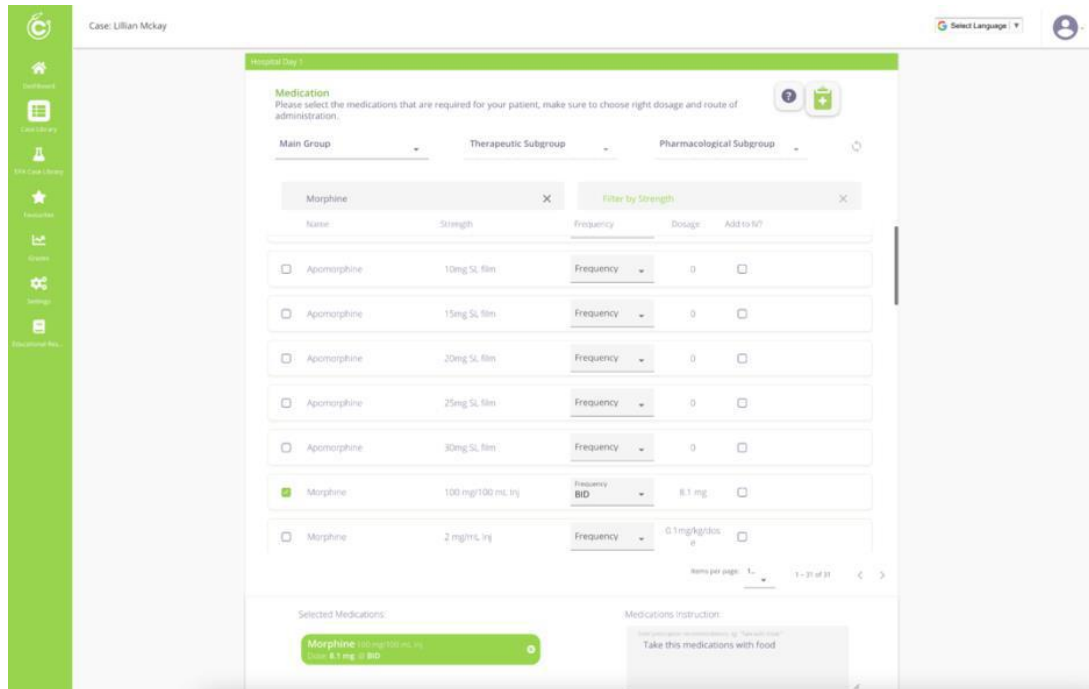
Users are prompted to select from the provided options during the follow-up section. For each case, a single follow-up is the correct one. For every incorrect answer chosen, 50% is deducted from the score.

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.



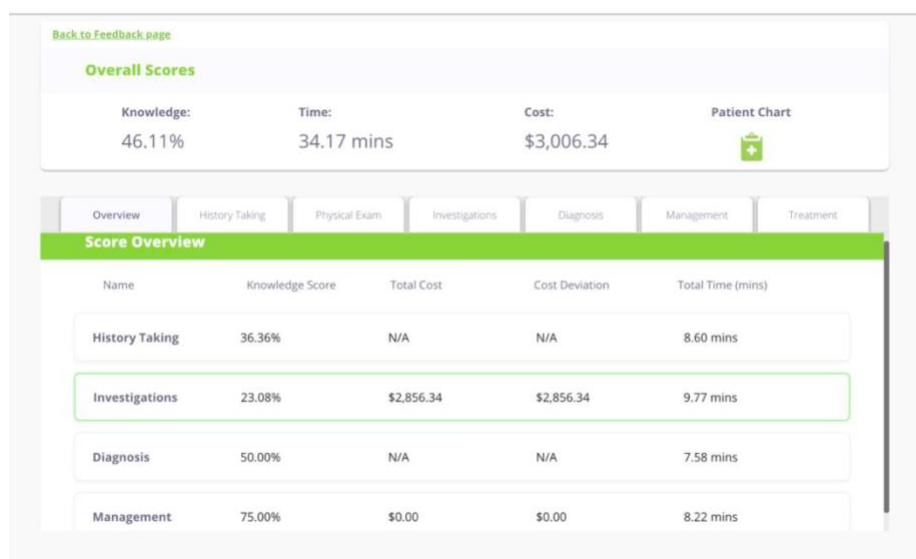
Treatment / Prescribing Medications

Scoring is based on the name and the strength of the medication. North American Gold standard medications are the most appropriate in CyberPatient. The platform also follows World Health Organization's ATC classification. Because different institutions and global regions use other options as the gold standard, the score will not be penalized when alternative medications are selected.



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.



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 and 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.

For more FAQ's visit: www.cyberpatient.ca/faq