safeMedicate

Future Nurse Suite Student User Guide 2019

Be competent, be safe

supporting education and healthcare providers in the UK in meeting the new NMC Future Nurse standards in the areas of healthcare numeracy and drug dosage and prescribing calculations

STATEMENT ON COGNITIVE COMPETENCE DEVELOPMENT

Where the terms 'competence' or 'competency' are used within safeMedicate and its associated documentation including user guides, sales and marketing materials and website content, we refer explicitly to Cognitive Competence as defined by the European Parliament (2008)¹ in its recommendations on the establishment of a European Qualifications Framework for Lifelong Learning. In this sense, Cognitive Competence relates only to the development and assessment of knowledge of the medication dosage calculation problem solving process and excludes any other forms of competence such as functional, personal or ethical competence that will be required for safe medication practice in a clinical setting.

¹ European Parliament (2008) Glossary: RECOMMENDATION OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 23 April 2008 on the establishment of the European Qualifications Framework for lifelong learning. [online] EUCEN. Available from: www.eucen.org/EQFpro/GeneralDocs/FilesFeb09/ GLOSSARY.pdf [Accessed 28 September 2009]

Table of Contents

STATEMENT ON COGNITIVE COMPETENCE DEVELOPMENT	II
THE SAFEMEDICATE COGNITIVE COMPETENCE MODEL	4
GETTING STARTED	
THE HOME PAGE	
NOTIFICATION AREA	9
SOCIAL BUTTONS	
MAIN MENU OPTIONS	
YOUR USER RECORD	
User Record	
FNS Essential Skills	
FNS Bodyweight-Based and Body Surface Area Calculations	
FNS Injectable Medicines Therapy	
Assessments	
PRINTING YOUR USER RECORD	
VIEWING YOUR ASSESSMENT RESULTS AND FEEDBACK	
FNS Essential Skills / Assessment Summary	
FNS Advanced Skills – Bodyweight Calculations / Assessment Summary	
FNS Advanced Skills – Injectable Medicines Therapy / Assessment Summary	
YOUR SAFEMEDICATE MODULES	
Working with the Learning Modules	
Page Navigation Tools	
Media Playback Tools	
Assessments	
Working with the Assessments Module	
Tablet and Capsules Questions	
Liquid Medicine Questions	
Injection Questions	
Intravenous Infusion Questions (Drop Rate Denominator Method)	
Intravenous Infusion Questions (Traditional Method)	
Completing the Assessment	
Using Review Mode	
AUTHENTIC ASSESSMENT (AA) PROBLEMS	
Tablets and Capsules Questions	
HEALTHCARE NUMERACY ASSESSMENT QUESTIONS	
Completing the Assessment	
Viewing Your Assessment Results and Feedback	
Assessment Summary	
Correctly Answered Question	
Incorrect Answered Question	
YOUR ACCOUNT SETTINGS	
YOUR DETAILS	
Changing Your Password	
Editing Your User Details	
Module Access Terms and Conditions	
GETTING HELP WHEN YOU NEED IT	
GETTING HELP WHEN YOU NEED IT USER GUIDE	
USER GUIDE	
VIDEO TUTORIALS	
VIDEO FUTORIALS	
SUBMIT SUPPORT TICKET	
JUDINIT JUTTORT TICKET	05

THE SAFEMEDICATE COGNITIVE COMPETENCE MODEL

safeMedicate facilitates the learning and authentic diagnostic assessment of the cognitive competencies that establish the critical foundations of patient care knowledge within the domain of medication dosage problem solving.

Cognitive competence in medication dosage problem solving consists of three inter-related elements as illustrated in the figure below:

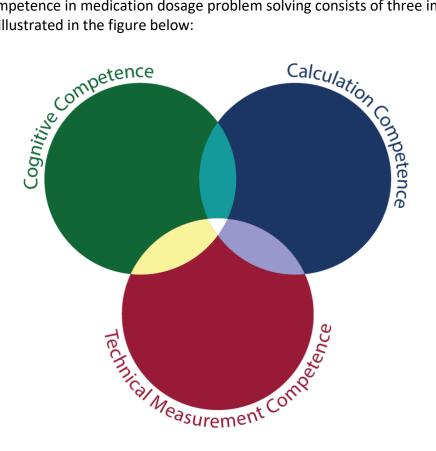


FIGURE 1 - THE SAFEMEDICATE COGNITIVE COMPETENCE MODEL

- **Conceptual Competence:** which involves correctly interpreting a medication dosage calculation problem and accurately setting up a dosage equation.
- Calculation Competence: which involves correctly calculating an accurate numerical value for the dose or rate to be administered.
- Technical Measurement Competence: which involves selecting an appropriate measurement vehicle and accurately measuring the dose or rate to be administered.

The figure below demonstrates an example of the three competence elements of a liquid medicines dosage problem, which shows:

© AUTHENTIC WORLD LTD 2019

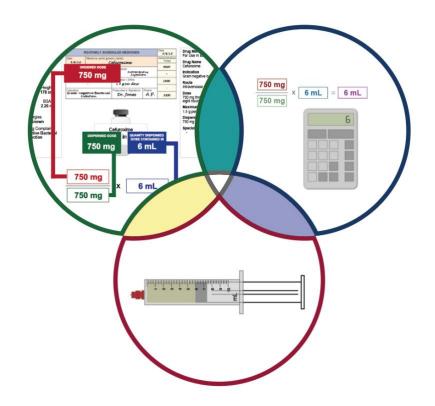
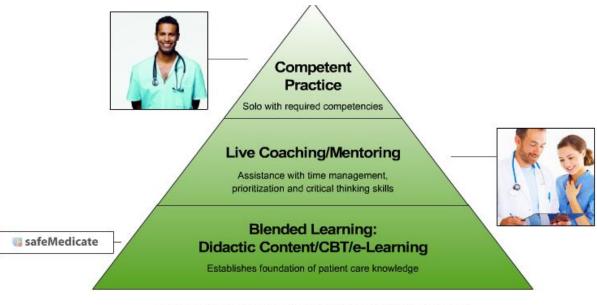


FIGURE 2 - THE THREE COMPETENCE ELEMENTS OF A LIQUID MEDICINES DOSAGE PROBLEM

- **Conceptual Competence:** the extraction of essential numerical information and measurement units from medication orders and labels and the principles of dimensional analysis.
- **Calculation Competence:** the calculation of an appropriate numerical value for the dose to be administered.
- **Technical Measurement Competence:** the technical measurement of the dose to be administered in an appropriate measurement vehicle.

The figure below shows how the *safeMedicate* cognitive competence model locates within the base layer of the Authentic World Hierarchy for Learning.



Hierarchy of Learning = Safe Patient Care Delivery

FIGURE 3 - THE AUTHENTIC WORLD HIERARCHY FOR LEARNING

safeMedicate is designed to support the learning, synthesis and diagnostic measurement of cognitive competence in the critical elements of medication dosage problem solving that underpin the application of further competence development and evaluation within each of the remaining levels of the Authentic World Hierarchy for Learning.

- Competence evaluation during simulated clinical experiences and engagement with human patient simulators.
- Competence evaluation in clinical practice settings under the supervision of an experienced mentor.
- Competence achievement consistent with independent practice.

GETTING STARTED

This latest release of *safeMedicate* is accessible from any Internet connected computer including tablet devices such as iPad and smartphones. Open a web browser and go to the following URL to access the *safeMedicate* home page:



FIGURE 4 – SAFEMEDICATE HOME PAGE

Click on the Login button to get started.

safeMedicate	
Login	
Username / Email Address	
Password	
Forgotten your password?	
Region	
 UK, Australia & Rest of the World USA, Canada & Switzerland 	
Login	
Register a new account	
	_

FIGURE 5 - SAFEMEDICATE LOGIN PAGE

At the Login page enter your email address or username and password and click the *Login* button – you will be taken to the safeMedicate Home Page.

THE HOME PAGE

Notification Area

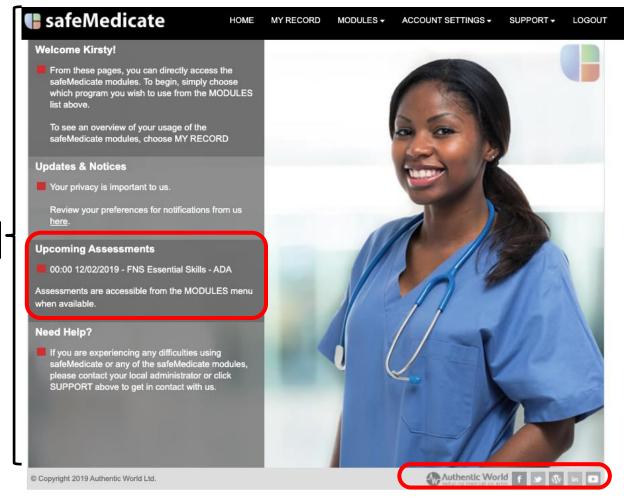


FIGURE 6 - THE SAFEMEDICATE HOME PAGE

All of the features and functions of *safeMedicate* are accessible from the main menu located at the top of this page. We will look at each menu option in detail in the following pages of this user guide.

Notification Area

The left-hand column of the home page is the **Notification Area**. We'll use the *Updates & Notices* section to post news on any new features or changes we plan to safeMedicate or to draw your attention to important information. The *Upcoming Assessments* section is where you'll be alerted to any assessments that have been scheduled for you as in the example above – check this area frequently so that you don't miss an important test!

© AUTHENTIC WORLD LTD 2019

Social Buttons

At the bottom right of the page you'll find access to our various social channels including Facebook, Twitter, our Blog, LinkedIn and YouTube. We use Facebook and Twitter in particular to share information with you and also to invite you to participate in the various competitions we run throughout the year. Please take the time to like us on Facebook and follow us on Twitter!

MAIN MENU OPTIONS



FIGURE 7 - THE MAIN MENU OPTIONS

The first thing to note is that the Main Menu stays visible wherever you are within *safeMedicate*. This makes it easy to move around from one module to the next. Starting from the left, the menu options are:

- **Home** this is just a quick way to always bring you back to the home page shown in Figure 6.
- **My Record** this is where you access information relating to your usage of *safeMedicate* including your assessment results.
- **Modules** hovering your mouse over this item opens a list of all the *safeMedicate* learning modules you have access to. You'll also find the **Assessments** module which is where you will access any assessments that have been scheduled for you.
- Account Settings this is where you can update any of your details such as email address or change your password. You can also find a list of the *safeMedicate* modules you have access to and the dates on which these accounts will expire.
- **Support** this menu item provides information on who to contact in your local institution for first level support. You can also get access to our *Customer Support Service* where you can get extra help directly from us should you need it.
- **Logout** the very last item on the menu is the logout button. When you're finished working with *safeMedicate* just click here to log out safely.

YOUR USER RECORD

-								
Your Details		Usage History						
Name	Kirsty Weeks	Registration Date	11/29/2019					
Student Number	N/A	Last Login	12/02/2019					
Email Address	kirsty@	Login Count	17					
Username	beta03a102	Drint Depend	100					
Group	Review Group	Print Record	Carlos B					
Registration Key	bzyd9w24							
Organisation	Authentic World Ltd.							
Word Problem Sk	tills		+					
(fns) essential skills								
(fns) bodyweight based o	calculations as		+					
(fns) injectable medicines therapy as								
Practice Your Skills								
G Assessments			(C) +					

Click on the **My Record** menu item to open the page shown below.

FIGURE 8 - YOUR SAFEMEDICATE USER RECORD

Your **User Record** contains up to 7 sections that are displayed as separate 'panels' of information. The number of sections will depend on which modules you have access to.

- 1. User Record
- 2. Word Problem Skills
- 3. FNS Essential Skills
- 4. FNS Bodyweight-Based and Body Surface Area Calculations
- 5. FNS Injectable Medicines Therapy
- 6. Practice Your Skills
- 7. Assessments

User Record

By default, when the record displays only the top section/panel (User Record) is open as in the example. The left side of the panel contains your basic details while the right side of the panel shows your usage history.

To open any of the other panels of information click the + symbol located to the far right of the chosen panel as highlighted in the figure above.

© AUTHENTIC WORLD LTD 2019

FNS Essential Skills

The left side of this panel (see figure below) shows your usage history and progress data for the module. Note that progress is shown as a % completion for each section of the module. You will show 100% complete only when you have accessed each page within that module.

The right side of the panel lists your assessment history. These are all the self-administered (practice) assessments you have taken in this module. Note the list shows the assessment date, medication domain and score. To view any of the detailed assessment results click directly over the chosen record. The assessment results are displayed as described in the next section of this guide.

(fns) essential skills es			Self Carter	
Usage History		Practice Asses	sment History	
First Used	11/29/2019	11/29/2019	IV	Score: 18 / 18
Last Used	11/29/2019	11/29/2019	IV	Score: 17 / 18
Total Time	00:10:54	11/29/2019	IV	Score: 34 / 36
Usage Count	2			
Your Progress				
Introduction	6%			
Prescriptions & S.I. Units	0%			
Tablets & Capsules	0%			
Liquid Medicines	0%			
Injections	0%			
I.V. Infusions	4%			
Practice Your Skills	100%			

FIGURE 9 - THE ESSENTIAL SKILL INFORMATION PANEL

FNS Bodyweight-Based and Body Surface Area Calculations

fns) bodyweight based calculations as -							
Usage History		Practice Assessment Histo	ry				
First Used	11/29/2019	11/29/2019 LM	Score: 20 / 22				
Last Used	11/29/2019						
Total Time	00:16:34						
Usage Count	2						
Your Progress Introduction Single Dose Daily Divided Dose Body Surface Area I.V. Infusions Practice Your Skills	11% 0% 0% 0% 100%						

Information on this panel is presented in a similar format as for Essential Skills.

FIGURE 10 – THE ADVANCED SKILLS PEDIATRICS BODYWEIGHT-BASED CALCULATIONS INFORMATION PANEL

FNS Injectable Medicines Therapy

Information on this panel is presented in a similar format as for Essential Skills.

(fns) injectable medicines therapy	as	The Party .
Usage History		Practice Assessment History
First Used	12/02/2019	No Assessments
Last Used	12/02/2019	
Total Time	00:00:42	
Usage Count	1	
Your Progress	67%	
Slow I.V. Infusions	0%	
Intermittent Infusions	25%	
Continuous Infusions	29%	
Practice Your Skills	0%	

FIGURE 11 ADVANCED SKILLS – INJECTABLE MEDICINES THERAPY INFORMATION PANEL

© AUTHENTIC WORLD LTD 2019

Assessments

The *Assessment* panel lists assessments that have been scheduled for you by your institution as shown in the example below. Note that the list shows the date of the assessment and the module it is related to.

Assessment History	
fns essential skills es Kirsty Complexity Test 29/11	Formative 🔒 Submitted on 11/29/2019 at 11:51

FIGURE 12 - ASSESSMENT HISTORY LIST

To view any of the detailed assessment results click directly over the chosen record. The assessment results are displayed as described in the next section of this guide.

Printing Your User Record

On the *User Record* screen (see Figure 8) click **Print Record** to print a copy of your record. The report will provide a summary of your engagement with each of the modules.

Viewing Your Assessment Results and Feedback

FNS Essential Skills | Assessment Summary

To access your assessment results and feedback click directly over the chosen assessment in the *Assessment History* list (see Fig 12).

An **Assessment Summary** screen is shown that provides a total score and an overview of every question showing how each element (*conceptual, calculation* and *technical measurement*) has been marked. Each question number are color-coded blocks that relate to the module (e.g. FNS Essential Skills) section (e.g. tablets and capsules) and problem complexity level (e.g. unit dose). A key for these can be found at the foot of the **Assessment Summary** page.

	Back to My Record
KIRSTY WEEKS	
12/02/2019	_
13:46	
60 / 60 minutes	
135 / 144	
	12/02/2019 13:46 60 / 60 minutes

tion	uo		Conceptual	Calculation	Conceptual	Calculation	Conceptual	Calculation	Conceptual	Calculation	Safety Chart	Safety Chart	Technical Mar	Technical Mc	ansaurement
Question	Section	Level	Conc	Calc	Sono	Calc	Sono	Calc	S	Calc	Safe	Safe	Tech	Tech	
1	тс	Unit Dose		~									$\mathbf{\sim}$		0
2	тс	Unit Dose	\sim	\checkmark									\checkmark		0
3	тс	Sub Unit Dose	\sim	\sim									\sim		0
4	тс	Sub Unit Dose		\leq									\leq		0
5	тс	Multiple Unit Dose		$\mathbf{\mathbf{z}}$									$\mathbf{}$		0
6	тс	Multiple Unit Dose		\sim									\sim		0
7	тс	Conversion of S.I. Units		\sim									\sim		0
8	тс	Conversion of S.I. Units		\sim									\sim		0
9	тс	Complex Dose	\checkmark	\checkmark									\checkmark		0
10	тс	Complex Dose	\sim	\checkmark									\checkmark		0
11	LM	Unit Dose	\sim	\checkmark									\checkmark		0
12	LM	Unit Dose	\sim	\checkmark									\checkmark		0
13	LM	Sub Unit Dose	 ✓ 	\checkmark									\checkmark		0
14	LM	Sub Unit Dose	\sim	\checkmark									\checkmark		0
15	LM	Multiple Unit Dose		\checkmark									\checkmark		0
16	LM	Multiple Unit Dose		\checkmark									\checkmark		0
17	LM	Conversion of S.I. Units	\checkmark	\checkmark									\checkmark		0
18	LM	Conversion of S.I. Units	×	×									×		0
19	LM	Complex Dose		\checkmark									\checkmark		0
20	LM	Complex Dose		\checkmark									\checkmark		0
21	INJ	Unit Dose	\checkmark	\checkmark									\checkmark		0
22	INJ	Unit Dose		\checkmark									\checkmark		0
23	INJ	Sub Unit Dose		\checkmark									\checkmark		0
24	INJ	Multiple Unit Dose													0
25	INJ	Multiple Unit Dose													0
26	INJ	Complex Dose													0
27	INJ	Complex Dose			\Box	\square	\Box	\square	\square	\Box	\Box	\square		\Box	0
28	INJ	Insulin		$\overline{\Box}$	\square	\square	\square	\square	\square	\square	\square	\square		\square	0
29	IV	mL/hr & drops/min					$\overline{\Box}$	\square	\square	\square	\square	\square			0
30	IV	mL/hr & drops/min													0
31	IV	mL/hr & drops/min													0
32	IV	mL/hr & drops/min													0
33	IV	mL/hr & drops/min													0
34	IV	mL/hr & drops/min													0
35	IV	mL/hr & drops/min													0
36	iv	mL/hr & drops/min													0
37	iv	mL/hr & drops/min													0
		Assessment duration ex	xpired Th	e user	did no	t comr	lete an		tions P	evond	this re	oint		-	0
38	IV	mL/hr & drops/min	,					., 400							
KEY Module FNS Essential Skills															
		Advanced Skills - Bodyweight Co vanced Skills - Injectable Medici													
FNS Advanced Skills - Injectable Medicines Therapy Section TC: Tablets & Capsules Liquid Medicines INJ: Injections INJ: Injections IV: I.V. Infusions SUW: Slow IV. Injections															

- SLOW: Slow I.V. Injections INT: Intermittent Infusions CON: Continuous Infusions

FIGURE 13 – ASSESSMENT SUMMARY SCREEN

© AUTHENTIC WORLD LTD 2019

Question	Section	Level	Concept _{ual}	Calculation	Conceptual	Calculation	Conceptual	Calculation	Conceptual	Calculation	Safety Check	Safety Check	Technical Mo.	Technical Measurement
1	тс	Unit Dose	\checkmark	\checkmark									\checkmark	
2	тс	Unit Dose	\checkmark	\checkmark									\checkmark	
3	тс	Sub Unit Dose	\checkmark	\checkmark									\checkmark	
4	TC	Sub Unit Dose	\checkmark	\checkmark									\checkmark	
5	тс	Multiple Unit Dose	\checkmark	\checkmark									\checkmark	
6	TC	Multiple Unit Dose	\checkmark	\checkmark									\checkmark	
7	тс	Conversion of S.I. Units	\checkmark	\checkmark									\checkmark	
8	тс	Conversion of S.I. Units	\checkmark	\checkmark									\checkmark	
9	тс	Complex Dose	\checkmark	\checkmark									\checkmark	
10	тс	Complex Dose	\checkmark	\checkmark									\checkmark	

Click the preview icon that's being illustrated below, to view the detailed feedback of your answer.

FIGURE 14 - PREVIEW ICON | ASSESSMENT SUMMARY SCREEN

The figure below illustrates the typical feedback format for an FNS Essential Skills ADA Injections question. Feedback for other medication domains (tablets & capsules, liquid medicines and IVIs) will follow a similar format.

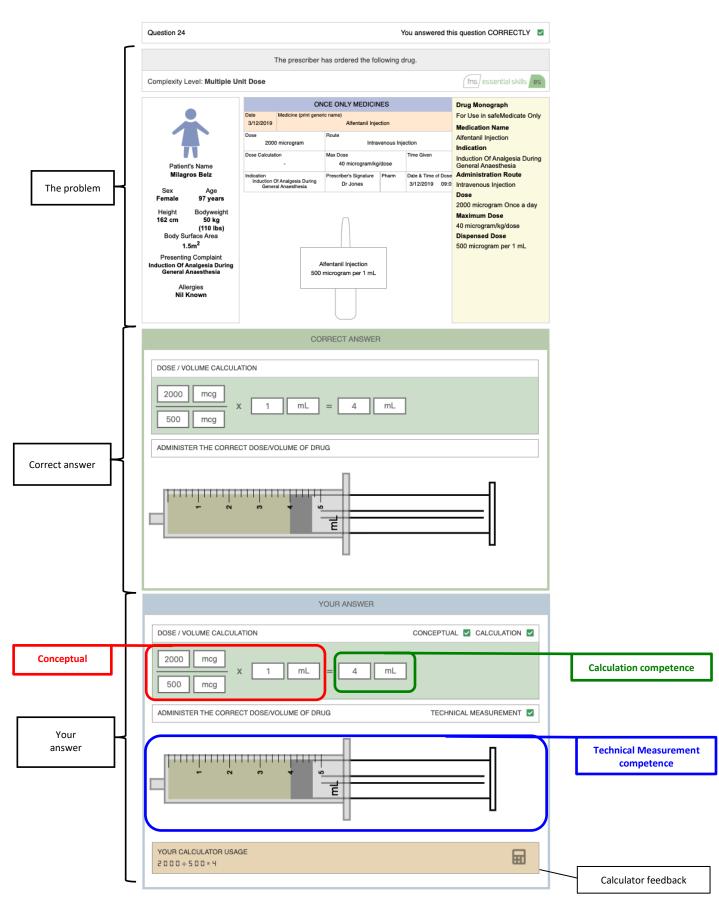


FIGURE 15 - DETAILED FEEDBACK FOR AN INDIVIDUAL QUESTION

© AUTHENTIC WORLD LTD 2019

Note that there are 3 main components to the feedback for the question.

- 1. The top portion of the screen re-presents the key elements of the problem i.e. the prescribed dose and the medication container label showing the dispensed dose and quantity/volume this is contained in.
- 2. The centre portion of the screen shows the correct answer to the problem and includes problem setup (conceptual), calculation and technical measurement components.
- 3. The lower portion of the screen shows your answer to the problem and affords a discrete comparison with that of the correct solution above. For illustrative purposes the components of the answer have been highlighted to show how they relate to the components of the competence model.

If you've used a calculator to solve the problem, the keystrokes will be recorded in the calculator feedback section of the screen.

Note that in this example, the student has got the conceptual, calculation and technical measurement components correct.

FNS Advanced Skills – Bodyweight Calculations | Assessment Summary

Information on this panel is presented in a similar format as for Essential Skills shown in figure 14).

FNS Advanced Skills – Injectable Medicines Therapy | Assessment Summary

Information on this panel is presented in a similar format as for Essential Skills shown in figure 14).

Your safeMedicate Modules

The *Modules* menu item opens a list of all the *safeMedicate* modules you have access to as shown in the figure below.

 Word Problem Skills Develop the skills required for answering word-based dosage calculation problems typical of pre-licensure and pre-employment testing. Start Module 1 User Guide (rrs) essential skills es Work through 6 sections that combine to provide the understanding and skills required to safely and accurately perform medication dosage calculations in clinical practice. Start Module 1 User Guide (rrs) bodyweight based calculations associated with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage calculations. Start Module 1 User Guide (rrs) injectable medicines therapy as Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with bodyweight based safe problem solving and calculations associated with bodyweight based safe problem solving and calculations practice with the more complex problem solving and calculations associated with bodyweight based safe problem solving and calculations associated with injectable medicines therapy as Start Module 1 User Guide (rrs) Injectable medicines therapy as Start Module 1 User Guide (rrs) Practice Your Skills Practice your skills in all of your safeMedicate modules. Start Module 1 User Guide (res) Assessments Undertake your assessments in one place. 	My safeMedicate Modules
 calculation problems typical of pre-licensure and pre-employment testing. Start Module User Guide frns essential skills es Work through 6 sections that combine to provide the understanding and skills required to safely and accurately perform medication dosage calculations in clinical practice. Start Module User Guide frns bodyweight based calculations es Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage calculations. Start Module User Guide frns injectable medicines therapy es Develop and assess your skills required for safe medication practice with injectable medicines therapy. Start Module User Guide Frns injectable medicines therapy es Start Module User Guide Frns injectable medicines therapy. Start Module User Guide Fractice Your Skills Practice Your Skills Practice your skills in all of your safeMedicate modules. Start Module User Guide Assessments Undertake your assessments in one place. 	Word Problem Skills
Ims essential skills Work through 6 sections that combine to provide the understanding and skills required to safely and accurately perform medication dosage calculations in clinical practice. Start Module User Guide Ims bodyweight based calculations Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage calculations. Start Module User Guide Ims injectable medicines therapy Ims Ims	calculation problems typical of pre-licensure and pre-employment
 Work through 6 sections that combine to provide the understanding and skills required to safely and accurately perform medication dosage calculations in clinical practice. <u>Start Module</u> <u>User Guide</u> (ns) bodyweight based calculations as Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage calculations. <u>Start Module</u> <u>User Guide</u> (ns) injectable medicines therapy as Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with injectable medicines therapy as Develop and assess your skills required for safe medication practice with injectable medicines therapy as <u>Start Module</u> <u>User Guide</u> (injectable medicines therapy. <u>Start Module</u> <u>User Guide</u> (injectable medicines in all of your safeMedicate modules. <u>Start Module</u> <u>User Guide</u> (injectable medicines in all of your safeMedicate modules. <u>Start Module</u> <u>User Guide</u> (injectable weak with the sessments in one place. 	Start Module 1 User Guide
and skills required to safely and accurately perform medication dosage calculations in clinical practice. Start Module Description Section Se	(fns) essential skills es
Image:	and skills required to safely and accurately perform medication
 Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage calculations. <u>Start Module</u> <u>User Guide</u> (fns) injectable medicines therapy as Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with injectable medicines therapy. <u>Start Module</u> <u>User Guide</u> (fns) Injectable medicines therapy as Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with injectable medicines therapy. <u>Start Module</u> <u>User Guide</u> (fns) Practice Your Skills Practice your skills in all of your safeMedicate modules. <u>Start Module</u> <u>User Guide</u> (fns) Assessments Undertake your assessments in one place. 	Start Module ¹ User Guide
 with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage calculations. <u>Start Module</u> <u>User Guide</u> (fns) injectable medicines therapy as Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with injectable medicines therapy. <u>Start Module</u> <u>User Guide</u> Fractice Your Skills Practice your skills in all of your safeMedicate modules. <u>Start Module</u> <u>User Guide</u> Massessments Undertake your assessments in one place. 	(fns) bodyweight based calculations
Image: Instruction of the second	with the more complex problem solving and calculations associated with bodyweight based and body surface area based dosage
 Develop and assess your skills required for safe medication practice with the more complex problem solving and calculations associated with injectable medicines therapy. Start Module User Guide Practice Your Skills Practice Your Skills in all of your safeMedicate modules. Start Module User Guide Start Module User Guide Massessments Undertake your assessments in one place. 	Start Module 1 User Guide
 with the more complex problem solving and calculations associated with injectable medicines therapy. <u>Start Module</u> Diser Guide Practice Your Skills Practice your skills in all of your safeMedicate modules. <u>Start Module</u> Diser Guide <u>Start Module</u> Diser Guide <u>Assessments</u> Undertake your assessments in one place. 	fns injectable medicines therapy as
 Practice Your Skills Practice your skills in all of your safeMedicate modules. <u>Start Module</u> Discurdate Massessments Undertake your assessments in one place. 	with the more complex problem solving and calculations associated
Practice your skills in all of your safeMedicate modules. ▶ Start Module ¹ User Guide ▲ Assessments Undertake your assessments in one place.	Start Module Start Guide
Practice your skills in all of your safeMedicate modules. ▶ Start Module ¹ User Guide ▲ Assessments Undertake your assessments in one place.	Practice Your Skills
Start Module User Guide Assessments Undertake your assessments in one place.	
Undertake your assessments in one place.	· · · ·
	Assessments
	Undertake your assessments in one place.
Start Module 12 User Guide	▶ <u>Start Module</u> 1 User Guide

FIGURE 16- THE MY SAFEMEDICATE MODULES MENU ITEM

In the above example, access is provided to the *Word Problem Skills, FNS Essential Skills, FNS Advanced Skills, Practice Your Skills* and the *Assessments* module.

• To open any module, click on the **Start Module** link associated with the module you wish to use.

Working with the Learning Modules

To open any module, click on the **Start Module** link associated with the module you wish to use. The module will open, and content will begin playing.

Page Navigation Tools

There are a number of tools available to help you navigate through and work with the module content as shown in the figure below.

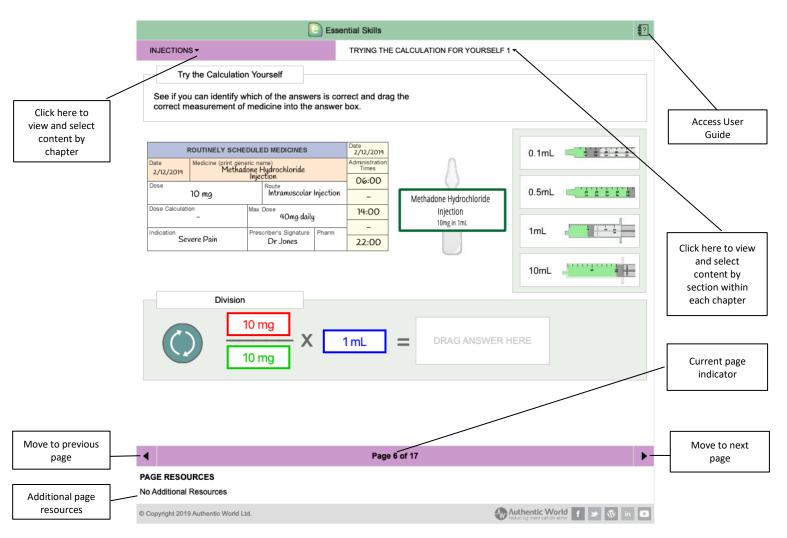
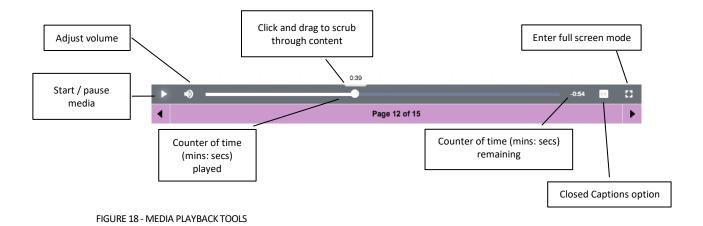


FIGURE 17 - THE LEARNING ENVIRONMENT INTERFACE AND PAGE NAVIGATION TOOLS

If there is additional content associated with the page, it will appear in the **Page Resources** section of the screen. Click on any resource to select and view additional content.

Media Playback Tools

Hover your mouse over the central part of the screen where the content plays to open a set of media playback tools as shown below.



```
© AUTHENTIC WORLD LTD 2019
```

Assessments

Working with the Assessments Module

All assessments scheduled by your university/institution are accessible and are taken via the **Assessments** module.

- 1. Click on **Modules** on the main menu.
- 2. On the drop-down menu that opens, click on the **Start Module** link associated with the Assessments module (see Figure 16) to show the screen shown below.

	Assessments		<u>Sel</u>	
	The following assessme	nts have been scheduled for you today.	310	Refresh Assessment List
Associated learning				
module and assessment	fns) essential skills	1	100	1 APR D
type	All same test			1. 18
	Time	00:00	Assessment Password	
	Date Duration	12/02/2019 60 minutes		Start
Assessment	Allowed Attempts	1		
Details	Type Area of Practice	Formative Assesssment Custom		
	Calculator	On		

FIGURE 19 - VIEWING UPCOMING ASSESSMENTS

Any assessments that have been scheduled for you will be visible as in the example above.

The title bar of the assessment entry shows the associated learning module and type of assessment – in this example *FNS Essential Skills*.

The left side of the screen shows the details of the assessment including the date, time, duration, allowed attempts, extra time, type (formative or summative), area of practice and whether an on-screen calculator will be available. Note that you can only sit an assessment on the day and time it has been scheduled for.

The right side of the screen is where you enter the **Assessment Password** – your instructor or local *safeMedicate* administrator will give this to you in advance of the assessment.

Please note that the safeMedicate Team do not set these passwords and you have to contact your university/institution if you do not have the password for any assessment that has been scheduled.

© AUTHENTIC WORLD LTD 2019

To start an assessment, enter the Assessment Password and click Start.

Authentic Diagnostic Assessment (ADA) Problems

fns) essential skills 💼			
administered. If you do not complete ti	& Capsules. Medicines. ns. Isions. I be required to correctly setup	and calculate the equation and pr e limit you will be allowed to co wed.	
FNS Essential Skills		Rounding Requireme	ents
Time Date Duration Remaining Attempts Type Area of Practice Calculator	10:00:00 05/12/2019 60.0 minutes 3 of 3 Formative Assesssment Foundation On	Answers less than 1m I.V. Infusions: Adult - mL/hr rounded Child - mL/hr rounded Drops/min rounded to	jections: 1mL, round to 1 decimal place. nL, round 2 decimal places. I to the nearest whole number.
		Start Assessment	Back to Assessment List

FIGURE 20 - BEGINNING A SCHEDULED ASSESSMENT

After submitting the correct assessment password, you will see the screen shown above. This screen provides more detailed information about the assessment you are about to take and reminds you of any rounding requirements should calculated answers not be a whole number.

Click Start Assessment when you are ready to begin.

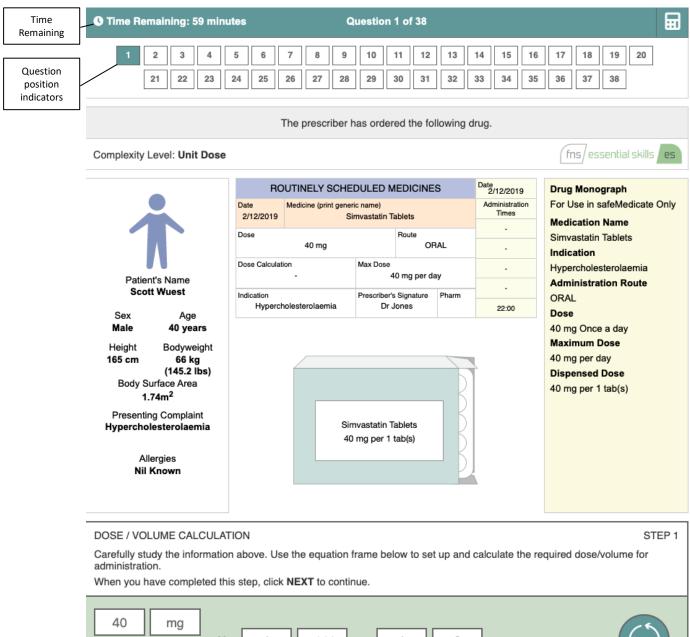
If the assessment includes I.V. infusion problems, then you will be invited to choose the form of equation you prefer to work with as in the example below.

Click to select the one you wish to use.

Assessment Options								
This assessment contains Drops per Minute problems. Which equation type would you like to use to solve these problems?								
Props per minute calculation type.	Please choose an option							
	START ASSESSMENT							
⑦ Drops per minute calculation type.	Please choose an option ~							
	Please choose an option							
	Drop Rate Denominator (D.R.D)							
	Traditional							

FIGURE 21 - EQUATION OPTIONS FOR IV INFUSION QUESTIONS





 40
 mg
 x
 1
 tab(s)
 =
 1
 ?

 40
 mg
 x
 1
 tab(s)
 =
 1
 ?
 NEXT

 FIGURE 22 - ANSWERING AN AUTHENTIC DIAGNOSTIC ASSESSMENT QUESTION (TABS & CAPS)

In the above example you will see that the numbered boxes at the top of the screen identify your position within the question sequence – in this example Question 1 of 38. Your time remaining to complete the assessment is shown in the title bar of the screen.

© AUTHENTIC WORLD LTD 2019

In this first step you are prompted to extract the relevant information from the prescription chart and medication product label – insert this information in the equation model by clicking on each text box in turn and typing in the numeric values as shown above.

Click the **'?'** symbol alongside each numeric value to reveal and select the correct measurement unit for each value as in the figure below.

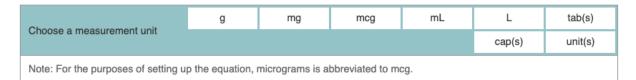


FIGURE 23 - MEASUREMENT UNIT SELECTOR

Calculate your answer and enter the numeric value and the associated measurement unit in the boxes following the equals (=) sign.

Click Next to proceed.

The second step of a typical tablets and capsules question requires you to represent your answer by clicking on and dragging the correct number of tablets/capsules required into the medicine cup as in the example below.

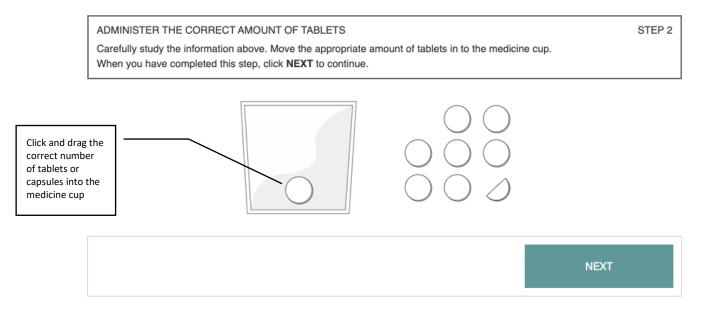


FIGURE 24 - REPRESENTING YOUR ANSWER BY DRAGGING TABLETS TO THE MEDICINE CUP

When you are happy with your answer click on the **Next** button to proceed to the next question – note that as this is an assessment, you will not be told whether you are correct or otherwise until all questions have been answered.

Liquid Medicine Questions

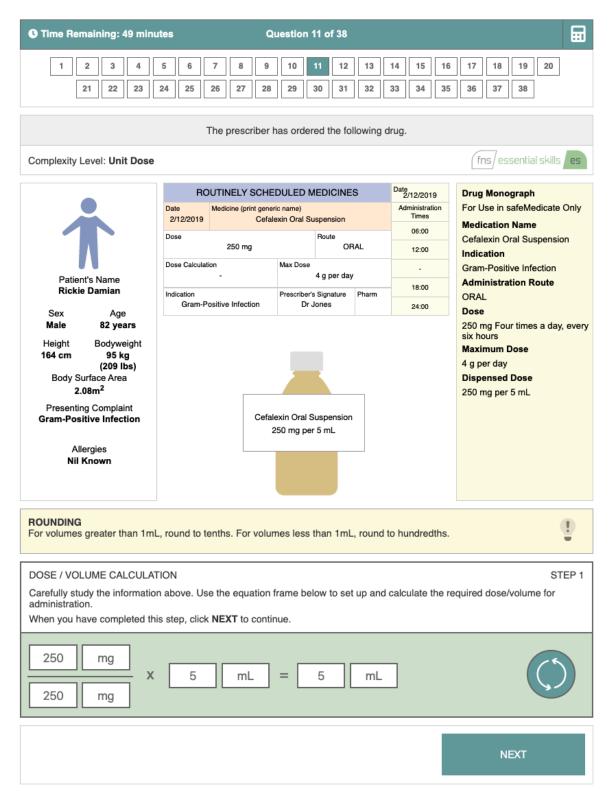


FIGURE 25 - ANSWERING AN AUTHENTIC DIAGNOSTIC ASSESSMENT QUESTION (LIQUID MEDICINES)

© AUTHENTIC WORLD LTD 2019

In this first step you are prompted to extract the relevant information from the prescription chart and medication product label – insert this information in the equation model by clicking on each text box in turn and typing in the values as in the example.

Click the **'?'** symbol alongside each numeric value to reveal and select the correct measurement unit for each value (see Figure 23).

When ready, click on **Next** to continue.

DOSE / VOLUME CALCULATION						STEP 1	
$\begin{array}{c c} 250 & mg \\ \hline 250 & mg \end{array} X & 5 & mL \\ \hline 250 & mg \end{array} X & 5 & mL \\ \hline \end{array} = 5 & mL \end{array}$							
ADMINISTER THE CORRECT DOSE/VOLUME OF LIQUID MEDICINE STEP 2 Carefully study the information above. Select the most appropriate syringe and measure the correct dose/volume of drug. When you have completed this step, click NEXT to continue.							
0.5mL	1mL -	2mL 🚽		3mL	-	5mL	-
10mL -	20mL						

FIGURE 26 - SELECTING AN APPROPRIATE MEASUREMENT VEHICLE

The second step of a typical liquid medicine question requires you to select an appropriate method/vehicle with which to administer the dose. You have the choice of selecting a medicine cup or up to two oral syringes from the seven available.

Select the vehicle of choice and click on **Next** to continue.

The third and final step of a typical liquid medicine question requires you to represent your answer as a volume of liquid in your chosen administration vehicle.

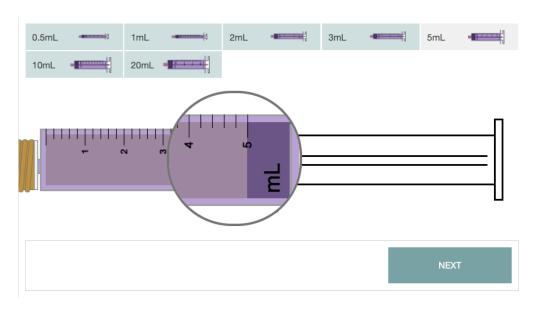


FIGURE 27 - MEASURING THE CORRECT DOSE USING A SYRINGE

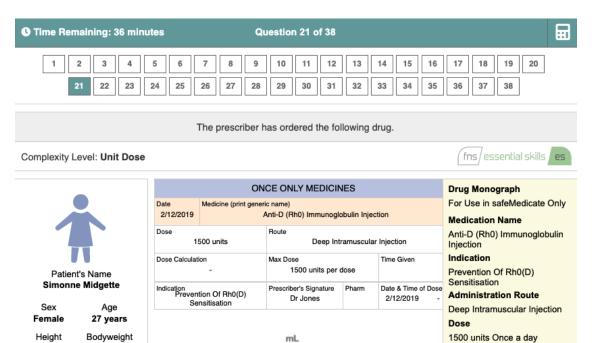
Click on and drag the syringe plunger to the right until the desired volume of liquid medicine is drawn into the syringe – note how the syringe barrel is magnified to aid accurate measurement.

In the example above the 5 ml syringe was chosen and the answer represented by drawing the syringe to the **5 mL** graduation. (Please see the next section for how to represent your answer when using the medicine cup.)

When you are happy with your answer click on **Next** to continue to the next question.

Note that as this is an assessment, you will not be told whether you are correct or otherwise until all questions have been answered.

Injection Questions



ml

Anti-D (Rh0) Immunoglobulin

Injection

1500 units (300 microgram) per 1.3 mL

ROUNDING

160 cm

101 kg

(222.2 lbs)

Body Surface Area

2.12m²

Presenting Complaint

Prevention Of Rh0(D)

Sensitisation

Allergies Nil Known

! For volumes greater than 1mL, round to tenths. For volumes less than 1mL, round to hundredths. DOSE / VOLUME CALCULATION STEP 1 Carefully study the information above. Use the equation frame below to set up and calculate the required dose/volume for administration. When you have completed this step, click NEXT to continue. 1500 unit(s) 1.3 mL 1.3 mL Х = 1500 unit(s) NEXT

FIGURE 28 - ANSWERING AN AUTHENTIC DIAGNOSTIC ASSESSMENT QUESTION (INJECTIONS)

In this first step you are prompted to extract the relevant information from the prescription chart and medication product label - insert this information in the equation model by clicking on each box in turn and typing in the numerical values.

```
© AUTHENTIC WORLD LTD 2019
```

WWW.SAFEMEDICATE.COM

Maximum Dose

Dispensed Dose

1.3 mL

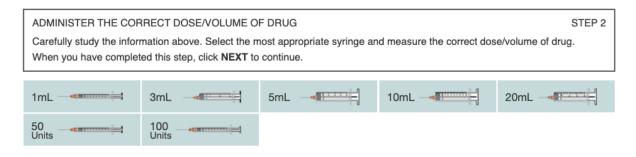
1500 units per dose

1500 units (300 microgram) per

Click the '**?'** symbol alongside each numeric value to reveal and select the correct measurement unit for each value (see Figure 23).

Calculate your answer and type that in and select the appropriate measurement units.

When ready, click on Next to continue.



29 - SELECTING AN APPROPRIATE MEASUREMENT VEHICLE

The second step of a typical injections question requires you to select an appropriately sized syringe with which to administer the dose. Note that you have the choice of selecting one of seven syringes.

Click on the syringe of choice to continue.

The third and final step of a typical injections question requires you to represent your answer as a volume of liquid in your chosen syringe.

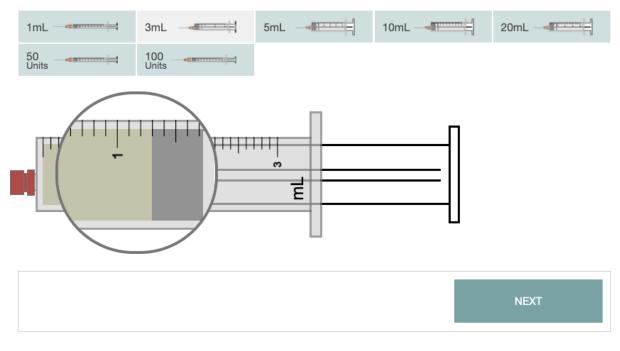


FIGURE 30 - MEASURING THE CORRECT DOSE USING A SYRINGE

© AUTHENTIC WORLD LTD 2019

Click on and drag the syringe plunger to the right until the desired volume of liquid is drawn into the syringe – note how the syringe barrel is magnified to aid accurate measurement.

When you are happy with your answer click on **Next** to proceed to the next question.

You will not be told whether you are correct or otherwise until all questions have been answered.

Intravenous Infusion Questions (Drop Rate Denominator Method)

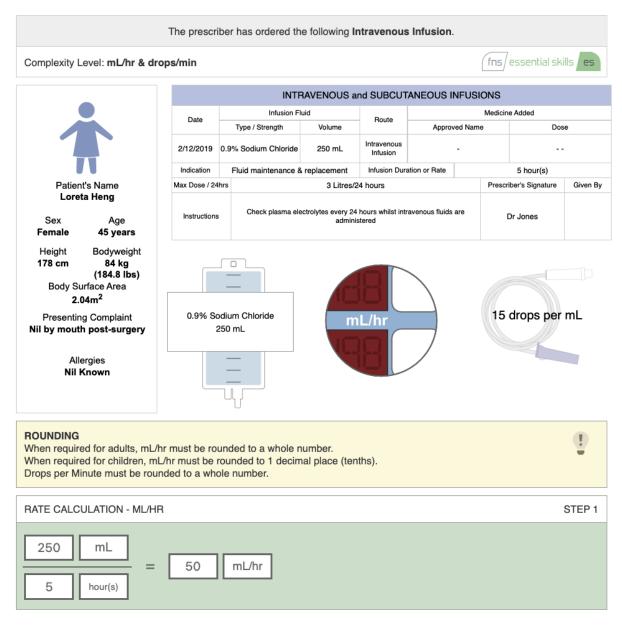


FIGURE 31 - ANSWERING AN AUTHENTIC DIAGNOSTIC ASSESSMENT QUESTION (IVIS)

© AUTHENTIC WORLD LTD 2019

Solving an IVI assessment question using the drop rate denominator (DRD) method typically involves a two-stage process.

In this first stage you are required to calculate the volume of fluid to be infused per hour i.e. the hourly rate. The first step requires you to extract the relevant information from the prescription chart and intravenous fluid container – insert this information in the equation model by clicking on each box in turn and typing in the values as in the example.

Click the **'?'** symbol alongside each numeric value to reveal and select the correct measurement unit for each value (see Figure 23).

When ready, click on **Next** to continue.

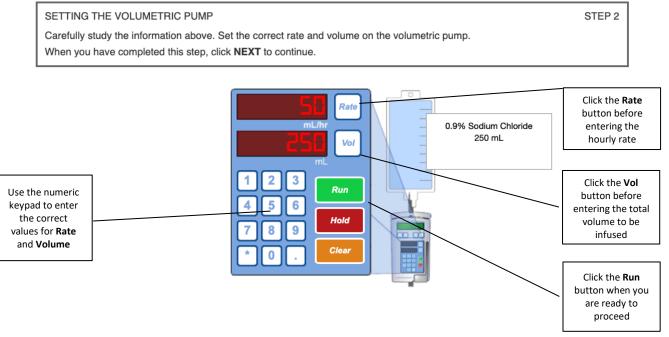


FIGURE 32 - REPRESENTING YOUR ANSWER AS ML/HOUR

In this next step you are required to represent the hourly rate and total infusion volume on a volumetric infusion pump. The above example shows how 50mL of fluid over 5-hour duration is represented.

To enter the hourly rate value on the pump, click on the **Rate** button then click on the appropriate number keys to represent your answer (50 in the above example).

To enter the total volume to be infused on the pump click on the **Vol** button then click on the appropriate number keys to represent your answer.

When you are happy with your answer click on the **Run** button to proceed to the next stage of the problem.

RATE CALCULATION - DROPS/MIN	STEP 3
$ \begin{array}{c c} 50 & \text{mL/hr} \\ 4 & \text{D.R.D.} \end{array} = 13 \text{drops/min} $	

FIGURE 33 - CALCULATING THE DROPS PER MINUTE USING THE DRD METHOD

In this third stage you are required to calculate the number of drops per minute required if you were to deliver this fluid via an IV administration set.

You now have to set up the calculation based upon this hourly rate and the drop rate denominator appropriate to the number of drops per mL that the administration set delivers (13 in this example).

Enter the correct numeric values and select the appropriate measurement units for each. Note that you should round the answer up or down depending on the decimal value (round up for .5 and above).

When you are happy with your answer click on **Next** to proceed to the next step.

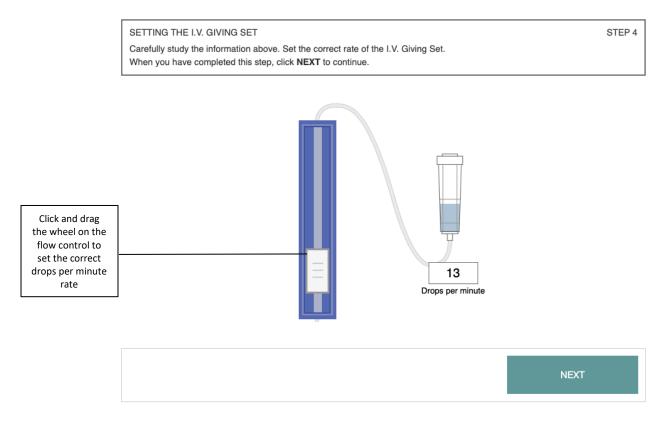


FIGURE 34 - REPRESENTING YOUR ANSWER AS DROPS PER MINUTE VIA AN IV ADMINISTRATION SET

In this last step you are required to represent your answer as drops per minute by adjusting the administration set accordingly.

© AUTHENTIC WORLD LTD 2019

Click on the wheel of the fluid control mechanism and drag up or down - so that your answer is represented in the drops/min box (13 in this example).

When you are happy with your answer click on **Next** to proceed to the next question.

You will not be told whether you are correct or otherwise until all questions have been answered.

Intravenous Infusion Questions (Traditional Method)

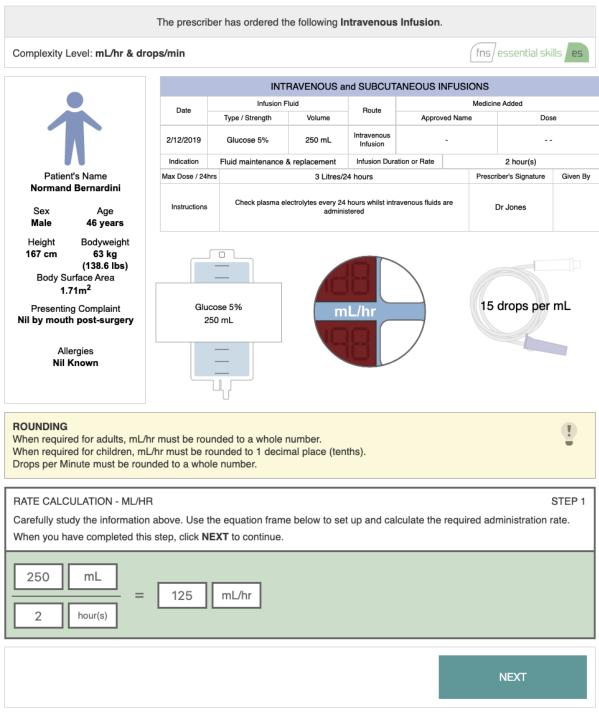


FIGURE 35 - ANSWERING AN AUTHENTIC DIAGNOSTIC ASSESSMENT QUESTION (IVIS)

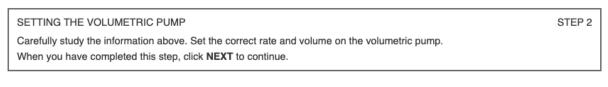
Solving an IVI assessment question using the traditional or extended formula method typically involves a two-stage process.

In this first stage you are required to calculate the volume of fluid to be infused per hour i.e. the hourly rate. The first step requires you to extract the relevant information from the prescription

chart and intravenous fluid container – insert this information in the equation model by clicking on each box in turn and typing in the values as in the example.

Click the **'?'** symbol alongside each numeric value to reveal and select the correct measurement unit for each value (see Figure 23).

When ready, click on **Next** to continue.



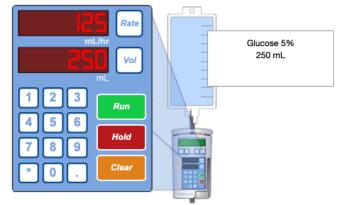


FIGURE 36 - REPRESENTING YOUR ANSWER AS ML/HOUR

In this next step you are required to represent the hourly rate and total infusion volume on a volumetric infusion pump. The above example shows how 250mL of fluid over 2 hours duration is represented.

To enter the hourly rate value on the pump, click on the **Rate** button then click on the appropriate number keys to represent your answer (125 in the above example).

To enter the total volume to be infused on the pump click on the **Vol** button then click on the appropriate number keys to represent your answer (250 in the above example).

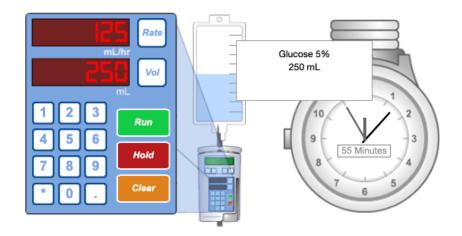


FIGURE 37 – DELIVERING YOUR ANSWER

When you are happy with your answer click on the **Run** button to proceed to the next stage of the problem.

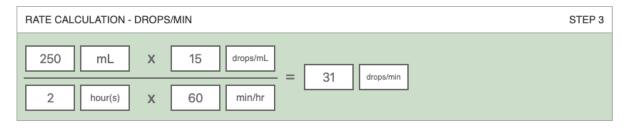


FIGURE 38 - CALCULATING THE DROPS/MIN USING THE TRADITIONAL (EXTENDED FORMULA) METHOD

In this second stage you are required to calculate the number of drops per minute required if you were to deliver this fluid via an IV administration set.

The traditional or extended formula method is based upon four factors – the total volume to be infused (250mL), the duration of the infusion (2 hours), the drop factor of the IV administration set (15 drops/mL) and the number of minutes in an hour (60 min/hour). The equation is set up as in the example above.

First, multiply the two numerators: 250 x 15 = **3750**

Second, multiply the 2 denominators: 2 x 60 = 120

Next, divide the first answer (3750) by the second (120): 3750/120 = 31.25

This gives the drops per minute rate.

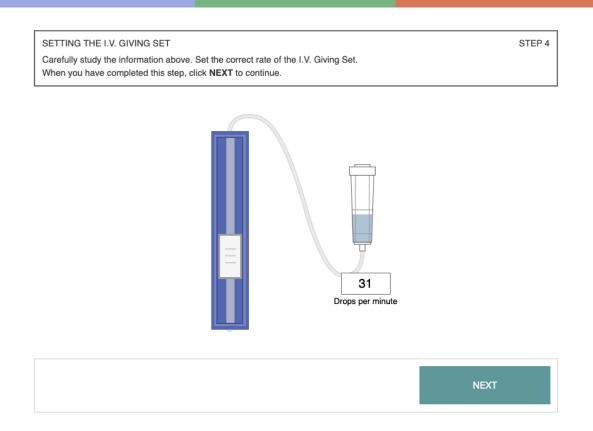


FIGURE 39 - REPRESENTING YOUR ANSWER AS DROPS PER MINUTE VIA AN IV ADMINISTRATION SET

In this last step you are required to represent your answer as drops per minute by adjusting the administration set accordingly.

Click on the wheel of the fluid control mechanism and drag up or down - your answer is represented in the drops/min box (31 in this example).

When you are happy with your answer click on **Next** to proceed to the next question.

You will not be told whether you are correct or otherwise until all questions have been answered.

Completing the Assessment

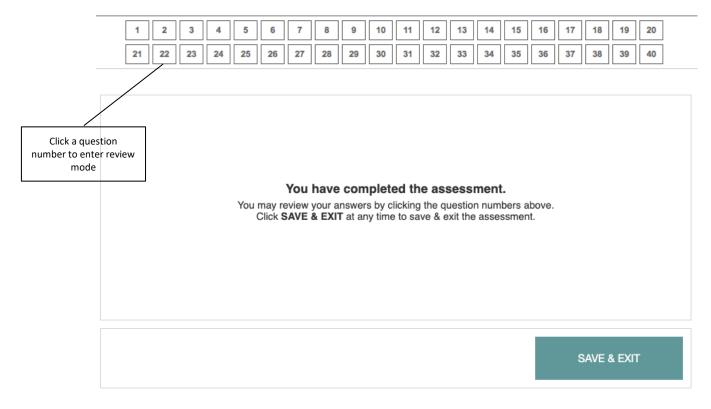


FIGURE 40 - COMPLETING THE ASSESSMENT AND BEING INVITED TO REVIEW ANY QUESTIONS

When all questions have been answered you will be told that the exercise is complete and offered the opportunity to review any questions before finishing the assessment – this provides an opportunity to check your answers or to retry any question you might have been unhappy with.

Using Review Mode

Click on the small box that represents the question number to enter review mode.

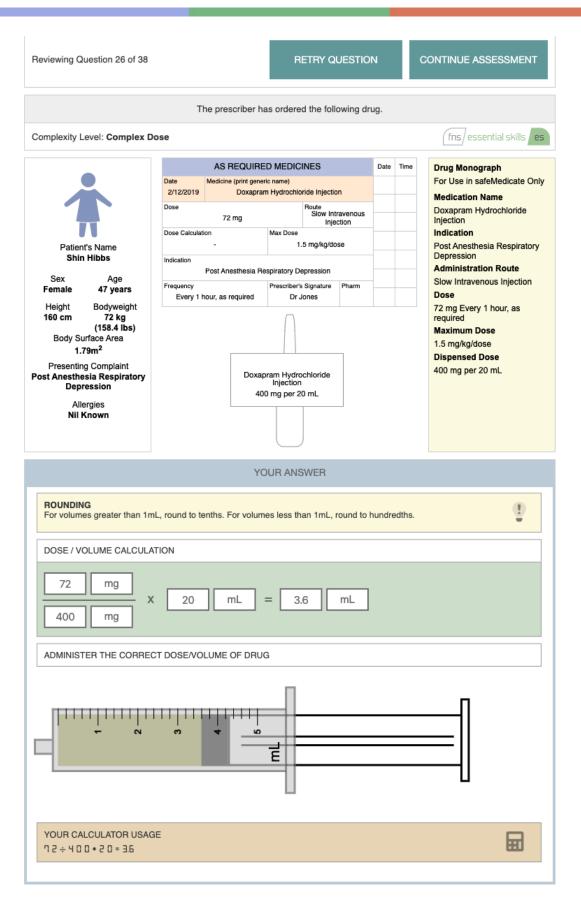


FIGURE 41 - REVIEWING AN ASSESSMENT QUESTION

© AUTHENTIC WORLD LTD 2019

In the above example we have chosen to review Question 26 - note that the question is represented and beneath is your solution to the problem.

If you wish to change this answer, then click on the '**Retry Question'** button – you will need to redo the entire question.

If you are happy with your answer, then click on the 'Continue Assessment' button to move on.

Ending the Assessment

Once you have finished reviewing any questions click 'Save and Exit' (see Fig. 40).

You will be returned to the main assessment page and you will not be able to retry any further questions in this assessment.

Authentic Assessment (AA) Problems



FIGURE 42 - BEGINNING THE ASSESSMENT

Launch the **Assessments** module as described in the previous section of this guide. Any assessments scheduled for you will be listed as in the example above.

Enter the assessment password and click Start.

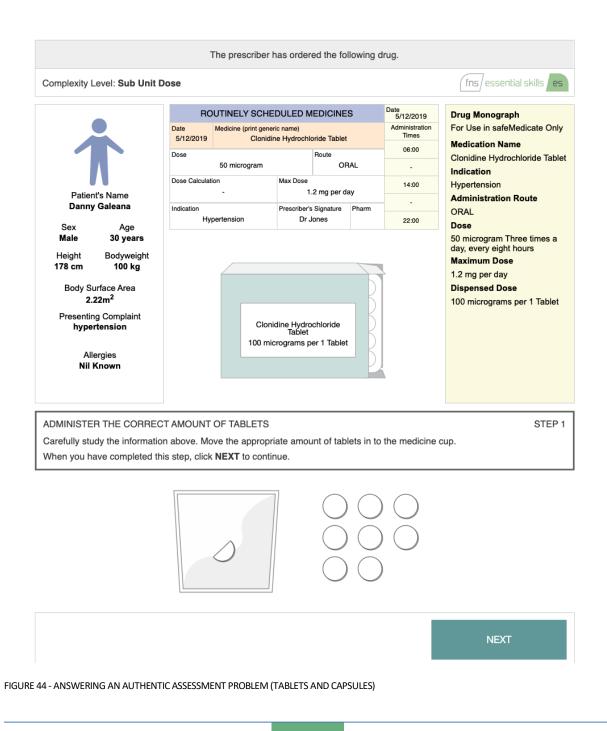
(fns/essential skills 🛯 🕮 This assessment will comprise of 40 questions. 10 questions from Tablets & Capsules. 10 questions from Liquid Medicines. 10 questions from Injections. 10 questions from I.V. Infusions. For each question you will be required to prepare the correct dosage to be administered. If you do not complete the assessment within the time limit you will be allowed to complete the question you are currently working on. The assessment will then be saved. FNS Essential Skills AA Rounding Requirements 10:00:00 Tablets & Capsules: Time No Rounding Required. Date 05/12/2019 Duration 60.0 minutes Liquid Medicines & Injections: Answers greater than 1mL, round to 1 decimal place. Answers less than 1mL, round 2 decimal places. **Remaining Attempts** 3 of 3 Formative Assesssment Type Area of Practice Foundation I.V. Infusions: Adult - mL/hr rounded to the nearest whole number. Calculator On Child - mL/hr rounded to 1 decimal place. Drops/min rounded to the nearest whole number. Answers with trailing zeroes will not be accepted. Start Assessment Back to Assessment List

FIGURE 43 - DETAILS OF THE ASSESSMENT

The next screen provides an overview of the assessment format. Click **Start Assessment** when you are ready to begin.

A typical Authentic Assessment question requires you to extract the relevant information from the medication prescription and medication product label and calculate the answer. You are not required to show how to set up the problem in an equation. All that is required is a final answer. Your instructor will inform you whether you are able to use pencil and paper or a calculator to assist you.

Tablets and Capsules Questions



© AUTHENTIC WORLD LTD 2019

Using the information available to you on the prescription chart and medication container label, calculate the dose to be administered.

Represent the amount of medication that should be administered by clicking on and dragging the correct number of tablets/capsules required into the medicine cup as shown in the example above.

When you are happy with your answer, click the **Next** button to proceed to the next question.

Note that for any AA assessment, each medication domain question will be presented in a similar format as shown in figure 44).

Health	care Numeracy Assessment Questions	Time Remaining
	Question 1 of 60 Time Remaining: 240 minutes	
uestion	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60	
osition dicators	Addition of Whole Numbers Calculating the total, or sum by combining two or more numbers. For Example:	
	 165 + 125 + 10 + 5 = 305 	
	Watch the video to see a tutorial on how to answer these questions.	
	When you are ready to continue the assessment, click CONTINUE.	

Figure 45 HNA – HOW TO ANSWER AN ADDITION QUESTION

In the above example you will see that the numbered boxes at the top of the screen identify your position within the question sequence – in this example Question 1 of 60. Your time remaining to complete the assessment is shown in the title bar of the screen which is highlighted in the image above.

In this first step you are prompted to watch the video tutorial on the right-hand side. Hover your mouse over the video and click to watch the example on how to answer the questions for this section.

When you are ready to start the section, click 'Continue' to begin.

Addition of Whole Numbers	Addition of Whole Numbers Carefully read the question below. Solve the addition problem. Type your answer in the box below.			
carefully read the question below.	Carefully read the question below.		Calculator	Vi
solve the addition problem. Type your answer in the box below.	Solve the addition problem. Type your answer in the box below.			•
998 + 802 =	998 + 802 =			
		998 + 802 =		
		My answer is		
My answer is	My answer is			

Figure 46 ANSWERING AN ADDITION QUESTION (HNA)

As shown in the figure above, you must work out the equation and insert your answer by clicking on the text box and typing in the numeric value.

If you need some guidance on how to answer this type of question, Click the '?' symbol on the top right-hand side to re-watch the video tutorial.

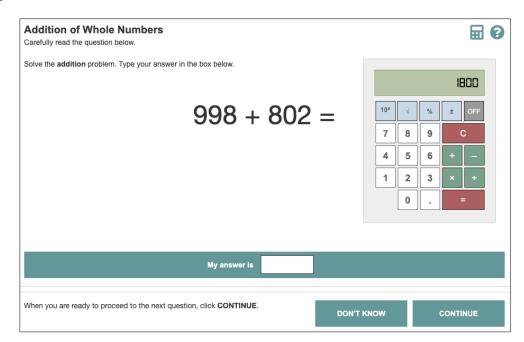


Figure 47 USING THE CALCULATOR

© AUTHENTIC WORLD LTD 2019

If your organisation has allowed calculator use for this assessment, you can use the calculator provided as shown in the figure above, to work out the equation. To use the calculator, click on the numeric values, in this example 998 + 802 and then follow with the equals (=) sign to arrive at the answer of 1800. Once you've finished using the calculator click the '**OFF** button to close the calculator.

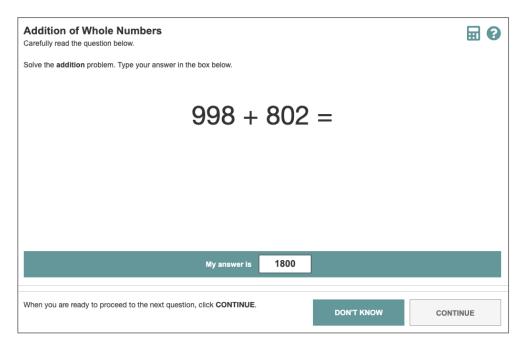


Figure 48 ANSWERING THE QUESTION

Insert your answer by clicking on the text box and typing in the numeric values as shown above.

When your happy with your answer click 'Continue' to move on to the next question.

Once you've completed the 3 questions in each domain, you will be presented with the image shown below. At this stage you will have the opportunity to review and retry the questions for this

section. Note, that you will only be able to review/retry this section at this stage. Once you've clicked '**Continue'** you will move on to the next section and will not be able to revisit this section.

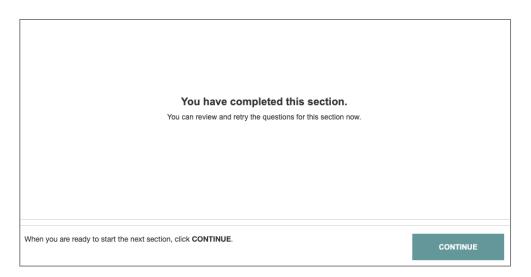


Figure 49 COMPLETING SECTION (HNA)

You will now be presented with the section. As shown in the figure below, you will have the opportunity to watch a video tutorial on how to answer these types of questions.

Subtraction of Whole Numbers Taking one number away from another.	
For Example:	
 3000 - 2550 = 450 	
Watch the video to see a tutorial on how to answer these questions.	Answering Ouertions Using The Text Ellery Box
When you are ready to continue the assessment, click CONTIN	UE. CONTINUE

Figure 50 ANSWSERING A SUBTRACTION QUESTION

As shown below, you will be presented with the question. In this example 950-665. If you don't know the answer to this equation, then you have the option to click **'Don't Know'** and click **'Continue'** to confirm you want to move on to the next question.

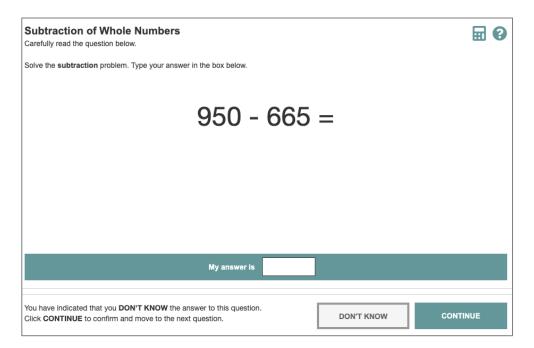


Figure 51 – INDICATING 'DON'T KNOW' IN AN EQUATION

You will then move on to the next question and as stated before, you have the opportunity to review and retry all questions in that section. Below, is an example of what you will see if you review a question that you choose '**Don't Know'** as your answer. At this stage, if you wish to retry this answer then click on the '**Retry'** button and will be able to redo the entire question.

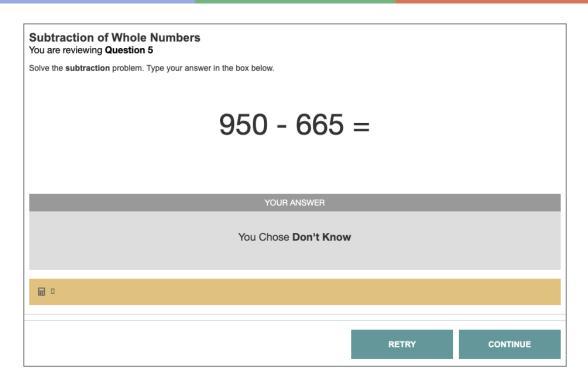


Figure 52 REVIEWING QUESTION

Once you are happy with your answer, click the '**Continue'** button to move on.

Completing the Assessment

Once you have completed all numeracy domains in each section, click 'Finish' to save the assessment.

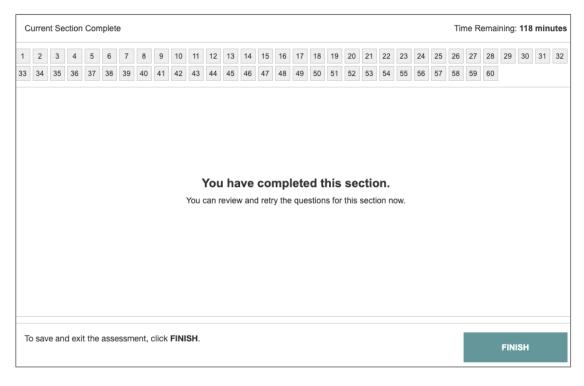


Figure 53 SAVING ASSESSMENT

© AUTHENTIC WORLD LTD 2019

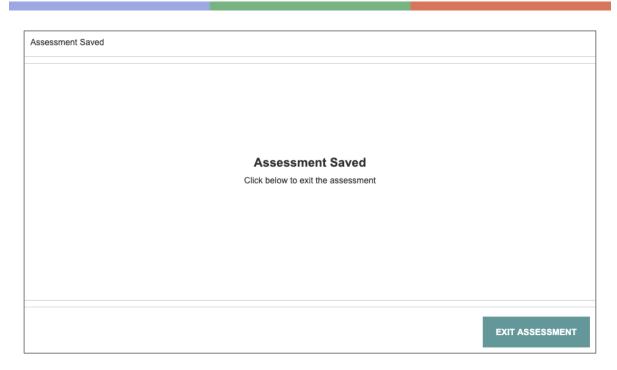


Figure 54 EXIT ASSESSMENT

Your assessment will then be saved. Click 'Exit Assessment' to return to the main assessment page.

Note: you will not be able to retry any further questions in this assessment.

Viewing Your Assessment Results and Feedback

The *Assessment* panel lists assessments that have been scheduled for you by your institution as shown in the example below. Note that the list shows the date of the assessment and the module it is related to.



Figure 55 ASSESSMENT HISTORY LIST

Click directly over the chosen assessment in the list to open a summary of your results for that assessment.

Assessment Summary

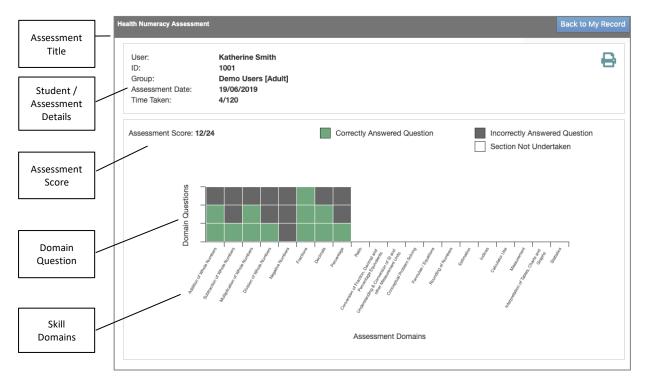


Figure 56 ASSESSMENT SUMMARY

An **Assessment Summary** screen is shown that provides an overview of how you scored on each 3 questions per skill domain (*addition of whole numbers, multiplication,* percentage etc.,). Alongside each question are color-coded blocks that show correctly answered questions, incorrectly answered questions and sections not undertaken. A key for these can be found above the summary.

As you can see from the summary above, for all questions that were answered correct are coloured in **green**, incorrect are coloured **grey** and any sections that were **not** undertaken are coloured in white.

In this example the student was assessed on Addition of Whole Numbers, Subtraction of Whole Numbers, Multiplication of Whole Numbers, Division of Whole Numbers, Negative Numbers, Fractions, Decimals and Percentage.

Hover your mouse directly over a row to highlight a particular question and click to view the detailed feedback. The figure below illustrates what the typical feedback format for an Addition of Whole Numbers question looks like. Note that feedback for other assessment domains (subtraction, multiplication, division etc.,) will follow a similar format.

Correctly Answered Question

	User: ID: Group: Assessment Date: Time Taken:	Kirsty Weeks Directors BETA Group 09/07/2019 104/240	
		ole Numbers ve answered this question correctly blem. Type your answer in the box below.	0
		1000 + 500 + 55 + 15 =	
		CORRECT ANSWER	
		1570	
		YOUR ANSWER	~
ſ			
Calculator Feedback			BACK TO SUMMARY

Figure 57 DETAILED FEEDBACK FOR CORRECT ANSWER

Note that there are 3 main components to the feedback for the question.

- 1. The top portion of the screen represents the question.
- 2. The centre portion of the screen shows the correct answer to the equation.
- 3. The lower portion of the screen shows your answer to the equation and affords a discrete comparison with that of the correct solution above. If you've used a calculator to solve the problem, the keystrokes will be recorded in the calculator feedback section of the screen.

Incorrect Answered Question

	Addition of Whole Numbers Question 3 - You have answered this question incorrectly Solve the addition problem. Type your answer in the box below.
	1000 + 500 + 55 + 15 =
	CORRECT ANSWER
	1570 YOUR ANSWER
	1560
Calculator Feedback	BACK TO SUMMARY

Figure 58 FEEDBACK FOR INCORRECT ANSWER

Note that the feedback is set out the same as the previous example.

In this example, the student has been marked incorrect due to a calculation error. Any incorrect answers will be marked with a red cross to indicate where the student has made an error.

Once you've finished reviewing the question click '**Back To Summary**' to return to the Assessment Summary Page. Note, you have the option to print your Assessment Summary by clicking the icon highlighted below.



Figure 59 ASSESSMENT SUMMARY WITH PRINT OPTION

Once you've reviewed each question of your assessment, click '**Back to My Record'** to return to your personal User Record.

Your Account Settings

Hovering your mouse over the **Account Settings** menu item will open a sub menu comprising three options:

- 1. Your Details
- 2. Module Access
- 3. Terms and Conditions

Your Details

The **Your Details** menu item will show your basic contact details and course related information as shown in the example below.

Account Settings It is important that you keep your details up to date. We use your cohort and group information to ensure that you have access to any assessments that have been booked by your university / place of work. Keeping you information up to date also helps your university / place of work find your profile and results quickly. My Details Name **Amy Bennett** Student Number 1001 Email Address user1@safemedicate.net Year 2014 Cohort A Group **Demonstration Users** Change My Password **Update My Details**

FIGURE 60 - ACCOUNT SETTINGS | YOUR DETAILS

Changing Your Password

1. Click on the **Change My Password** button to open the dialog shown below.

Change My Password	
Current Password New Password Confirm New Password	
	Cancel Change My Password

FIGURE 61 - THE CHANGE MY PASSWORD DIALOG

- 2. Enter your current password.
- 3. Enter your new password.
- 4. Enter your new password a second time to confirm.
- 5. Click on Change My Password to complete the action.

Editing Your User Details

Click **Update My Details** (see Figure 55) to open the dialog shown below to make changes to your user record. Please keep this information up-to-date as it's important for your university/hospital in terms of ensuring they can find your profile and assessment results easily.

Make any necessary changes and click Update Changes to complete the action.

Account Settings	
It is important that you	keep your details up to date.
	d group information to ensure that you have access to any assessments that have been booked by your rk. Keeping you information up to date also helps your university / place of work find your profile and
Privacy Notice	
Want to know how we	use your data? Please read our <u>Privacy Notice</u> .
My Details	
First Name	John
Last Name	Doe
Student Number	*****
Email Address	JohnD@safemedicate.com
Group	AW Team 🗘
My Privacy Options	
l agree to being conta	acted about safeMedicate updates and offers. 🛛 🖉
	Cancel Update Changes

FIGURE 62 - THE EDIT USER DETAILS DIALOG

Note: Only change your group allocation if asked to do so by your instructor or administrator. If you are not associated with the correct group, you will not be able to sit any assessments that have been scheduled for you.

Module Access

The **Module Access** menu item lists your *safeMedicate* modules and their expiration dates as in the example below.

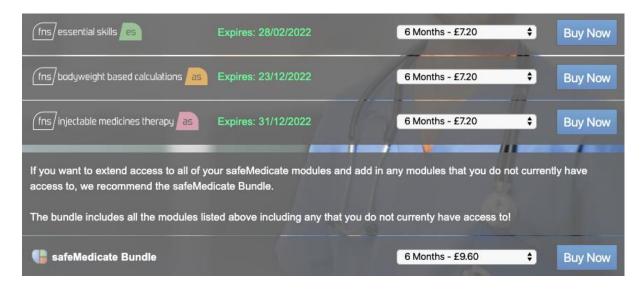


FIGURE 63 – ACCOUNT SETTINGS | MODULE ACCESS PAGE

If you need to extend access to your *safeMedicate* account, then you can make an in-app purchase of individual modules or the **safeMedicate Bundle** that comprises all modules.

- 1. Use the list box associated with the module(s) you wish to purchase to select a time period (e.g. 12 months) for the new license.
- 2. Click on Buy Now.
- 3. You will be taken to the secure **PayPal** payment screen to complete your purchase. You can choose to pay using your PayPal account or with any major debit or credit card.

Terms and Conditions

The <u>Terms and Conditions</u> menu item will open a separate tab explaining our *End User Terms and Conditions* in PDF format.

Getting Help When You Need It

If you are experiencing problems, we provide direct access to our Customer Support Services. Hovering your mouse over the **Support** menu item will open a sub menu comprising 5 options:

- 1. User Guide
- 2. Knowledge Base
- 3. Video Tutorials
- 4. Local Administrator

© AUTHENTIC WORLD LTD 2019

5. Submit Support Ticket

User Guide

Use this menu item to open or download an online copy of this guide.

Knowledge Base

Click on the **Knowledge Base** menu item to open the Knowledge Base in a separate window shown below.

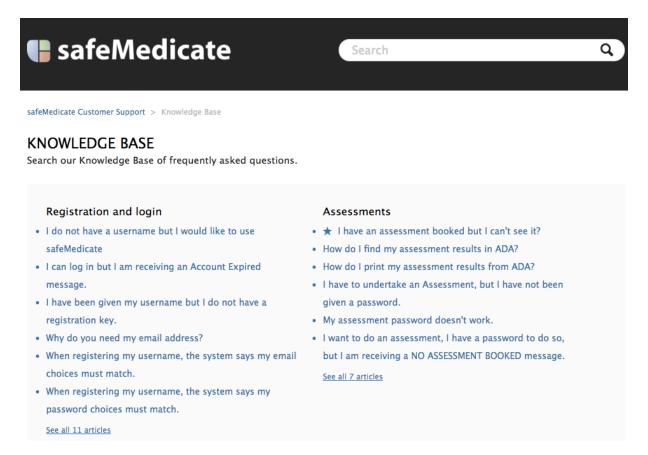


FIGURE 64 - KNOWLEDGE BASE HOME SCREEN

Here you will be able to search or view through our frequently asked questions and potential solutions to a particular problem.

Video Tutorials

Click on the **Video Tutorials** menu item to open the Video Tutorials in a separate window shown below.

safeMedicate	Search	٩
safeMedicate Customer Support > Video Tutorials Show me		
VIDEO TUTORIALS SHOW ME Learn how to get the most out of safeMedicate with our ste the playback window to control the video quality to suit yo	ep-by-step tutorial videos. Use the video cont ur monitor and download speeds.	rol options at the foot of
Essential Skills 2018	Essential Skills Basics (pre–2018)	
	How To Practice Your Skills (Pre 2018)	
 How to test your device's compatibility How to register your safeMedicate account 	How to view module access	
How to find features and functions within safeMedicate	 How to view module access How to test your device's compatibility with 	safeMedicate
(Part 1)	How to transfer your data	salemeulcate
How to access the learning modules (Part 2)	How to locate and take practice assessment	ts
How to understand your 'Personal Record' (Part 3)	now to rocate and take practice assessment	
How to print your 'User Record'		
See all 17 articles		
Administration Functions		
• How to monitor user engagement: Part 1 - institution		
engagement		
• How to monitor user engagement: Part 2 - group		
engagement		
• How to monitor user engagement: Part 3 - individual		
engagement		
How to book/schedule an assessment		
• How to edit the details of a booked/scheduled assessment	t	
 How to view assessment results: Part 1 - Cohort 		

FIGURE 65 VIDEO TUTORIALS HOMEPAGE

performance
<u>See all 12 articles</u>

Here you will be able to view our step-by-step tutorial videos on using aspects of Essential Skills.

Local Administrator

The Local Administrator is the person within your university/organization that you should contact for support in the first instance. Click on the **Local Administrator** menu item to show the figure below.

User Support		S.		
For the following que	eries please contact your local administrat	or.		
Account Set	tings (including username, password & gro	up allocation)		
Feedback				
Module Acce	ess			5
Assessment	Booking			
Assessment	Password			
Your Local Administ	rator	1		
Name	John Doe			
Telephone	01111 123456			
Email	info@safemedicate.com			
Comment	Contact between 09:00 and 17:00			- (-
Technical Support		8 10	S.	
For technical querie	s please contact <u>safeMedicate Technical S</u>	upport.		

FIGURE 66 - THE USER SUPPORT PAGE

The top section of the screen shows a list of the typical things that you should contact your Local Administrator about.

The contact details for your Local Administrator should be visible in the central section of the screen.

The lower section of the screen provides direct access to the *safeMedicate Technical Support* services as described below.

Submit Support Ticket

Click on the **Submit Support Ticket** menu item to open the dialog shown below at the bottom right of the screen.

Help	2
How can we help?	Q

FIGURE 67 – SUBMITTING A SUPPORT TICKET

Please try and describe your problem as best you can – this will assist our intelligent search function to scan our *Knowledge Base* to try and provide an immediate answer.

Type in your question to start searching FAQ's related to your problem from our *Knowledge Base*.

Help	×
how can I retrieve my password?	Q
how can I retrieve my password?	Q

FIGURE 68 - SEARCHING THE KNOWLEDGE BASE FOR AN ANSWER

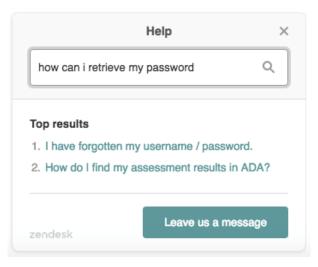


FIGURE 69 TOP RESULTS OF KNOWLEDGE BASE

© AUTHENTIC WORLD LTD 2019

The figure above shows the Top Results from our Knowledge Base that may provide an immediate answer to your query.

If a topic appears to address your problem, then click on the link to open the answer directly from our *Knowledge Base*. Answers may take the form of a set of instructions or even a video resource.

\leftarrow	Help	×
l have forg password	gotten my username /	,
when you firs longer have t FORGOTTE! page of the P	dicate user details were ema at registered your account. If his email, you can use the <u>N YOUR DETAILS</u> function of Portal to have your details se s you have registered with u	you no on the login ent to the
View origin	nal article 7	
zendesk	Leave us a m	essage

FIGURE 70 - KNOWLEDGE BASE ENTRY THAT ANSWERS PROBLEM POSED

If none of the listed answers appear to address your problem, then click the button at the bottom right of the dialog – **Leave us a message**. This will open another dialog shown below.

Your nam	e	
Alex We	eeks [auth12a101]	
Email add	ress*	
alex@o	utlook.com	
Your safe	Medicate Username	
Your cour	ntry location*	
	ntry location* Kingdom	~
United H	-	~

FIGURE 71 - PROVIDING ADDITIONAL DETAILS TO SUBMIT A SUPPORT TICKET

Note that as you are already logged in to safeMedicate, your name, username (in brackets following your name) and email address have already been entered for you.

Select your country location from the list box if it is not correct by default. This will ensure that the appropriate support team deals promptly with your support request.

Use the **How can we help you?** box to provide us with as much information as you can about your query. For example, what were you trying to do? / what actually happened? / did you receive an error message?

Use the **Attachments** section to optionally include any file such as a screenshot that will help us to resolve your query.

When you have entered the details click **Send** – you will receive a confirmation. Our Customer Support Team will be alerted to your Support Ticket and will be in touch with you shortly via email.

Please note that our Customer Support Team operates **between 09.00–17.00 on Monday to Friday only**. This may result in a delay to your query being answered depending on the day/time it is submitted on.

© AUTHENTIC WORLD LTD 2019