University of Melbourne

Clinical Feedback System

Guide For DOVS Supervisors

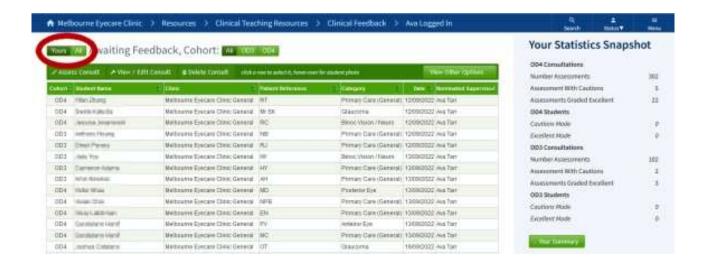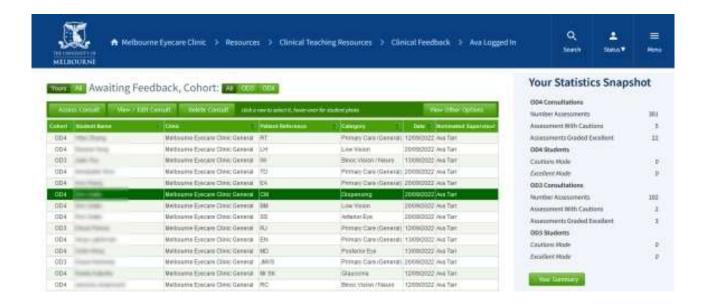## Contents

Logging In

1. Navigate to the login page of the Clinical Teaching Resources' area –
   https://umeyecare.mdhs.unimelb.edu.au/resources/ocas.php
   There are links here from the resources area of the Melbourne Eyecare Clinic
   website -
   https://healthsciences.unimelb.edu.au/eyecare-clinic/home#resources
   or the Department of Optometry and Vision Sciences website –
   https://healthsciences.unimelb.edu.au/departments/optometry-and-vision-sciences/study/facilities/resources

2. Your username and password are your normal UniMelb credentials which you use to login to access Melbourne University services such as Webmail and Canvas.

3. For the best viewing experience, it is recommended that you use Firefox or Chrome browsers.

Enter and View Feedback Details (by single consultation – OD3 up to mid-April)
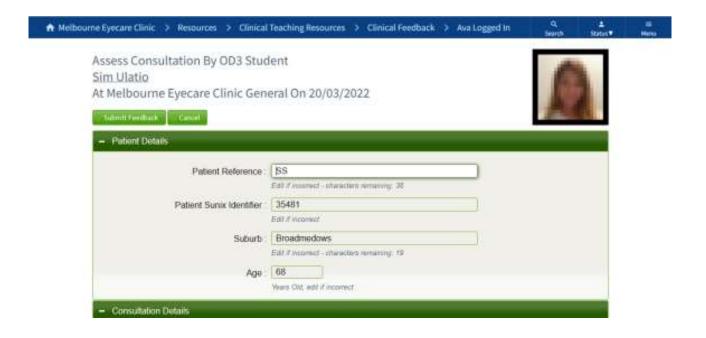
1. After successfully logging in and clicking on the opening dashboard page's 'Clinical Feedback' tile you will be presented with a list of consultations awaiting feedback for the clinics you have been entered on the system as working at. If you believe that you have consultations awaiting your feedback but they are not visible, try clicking the 'All' filter button to replace the 'Yours' option selected on page load in case the student has selected the wrong supervisor during their data entry process. As with nearly all tables on the CFS clicking on a column header will sort the table by that column's values, first click ascending order, second click descending order (as denoted by triangle icons in column header). This table also has cohort filter buttons.
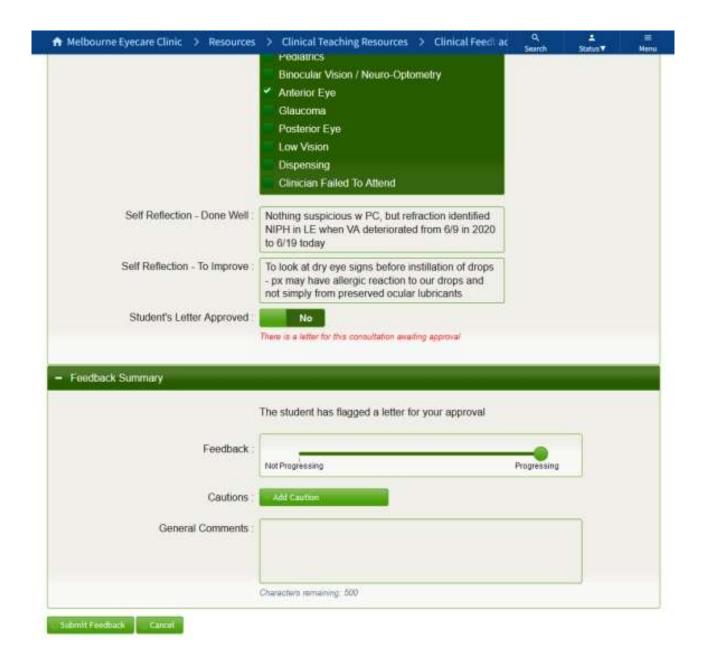
2. Select a consultation to assess by clicking on its row (row highlighting will assist you with this). Selecting a row will activate action buttons on the green button bar above the table. Then click on the 'Assess Consult' button.
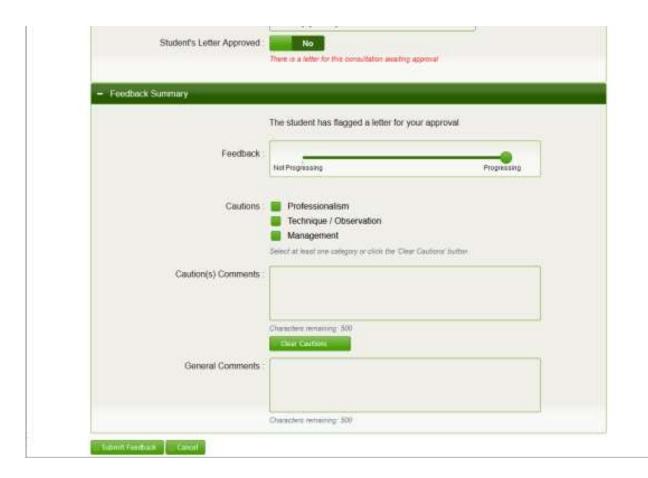

3. The consultation feedback form is displayed. Click on the green bar of the section headers to reveal or hide details. Sections can also be re-ordered by dragging with your mouse.

4. Feedback rating is given by clicking at the appropriate point of the 'Feedback' slider control or dragging its handle in the 'Feedback Summary' section towards the bottom of the screen. There is a rich-text input area for your feedback. For advice on giving feedback see the help document 'Feedback Grades and Cautions'.

5. There is also the option to signal a caution in three areas: 'Professionalism', 'Technique/Observation' and 'Management'. This 'Cautions' area has its own dedicated rich-text input field. For advice on adding cautions see the help document 'Feedback Grades and Cautions'.

6. Some fields that the student has entered are editable by a supervisor. Maybe the student has made an inferior choice of consultation category or added or missed procedures or need for a letter for example.

7. If a letter is required for this patient, it should be checked and approved by the supervisor, and the form field switched to 'Yes' to indicate this approved status. When all feedback tasks are completed click on the 'Submit Feedback' button.

8. You will be shown a listing of all the consultations that you have entered feedback for this student. A message box will also be displayed in the top left corner giving confirmation of the success of the feedback submission.
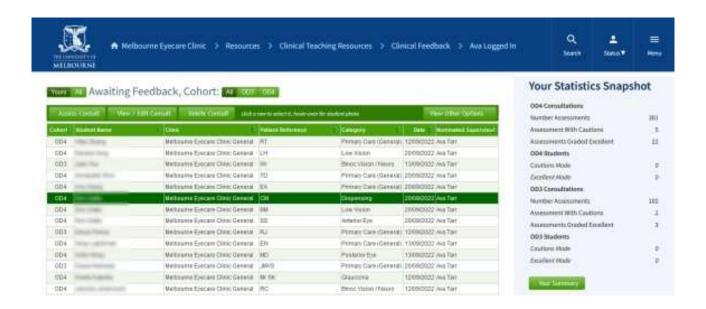

9. The consultation with its feedback can be viewed by clicking on its row in the table (row highlighting will assist with this) and then clicking the 'View Consult' button to change to the feedback details screen.
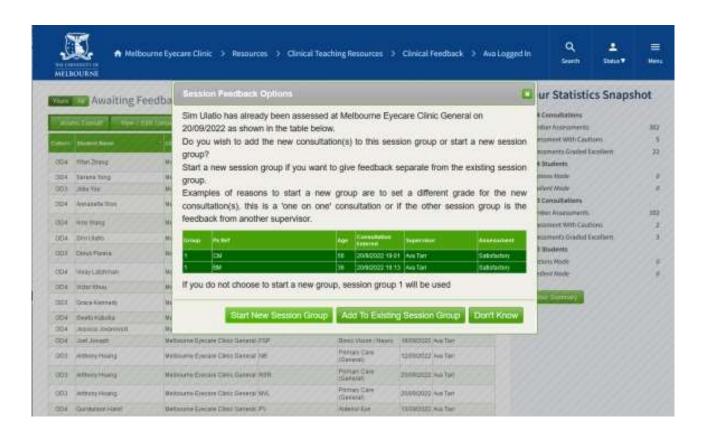
Enter and View Feedback Details (by grouped consultations – OD4 and OD3 from mid-April)

1. OD4 students always and OD3 students from around the middle of April by default are given feedback as a group of the consultations carried out at a clinic on a particular day rather than singly. The system supports this grouping to be done consultation by consultation or by the supervisor providing feedback once all consultations are finished by the student.

2. After selecting a consultation on the 'Awaiting Feedback' screen and choosing to give it feedback by clicking the 'Assess Consult' button the system will check whether that student has already received feedback for consultations on that day at that clinic, even if the feedback was given by another supervisor; and whether there are any other consultations by that student at that clinic on that day awaiting feedback, even if another supervisor has been nominated to provide the feedback (in case the student selected the wrong supervisor).
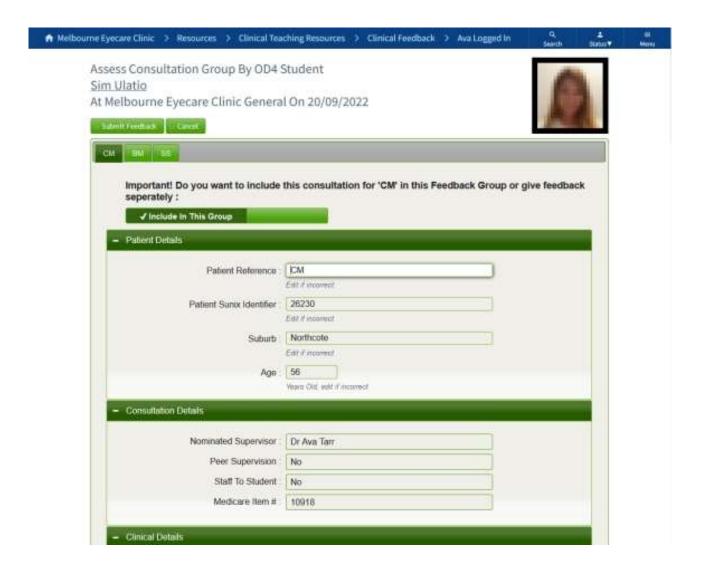

3. If there is no feedback given for that student at that clinic on that day you will be transferred directly to the grouped feedback screen.
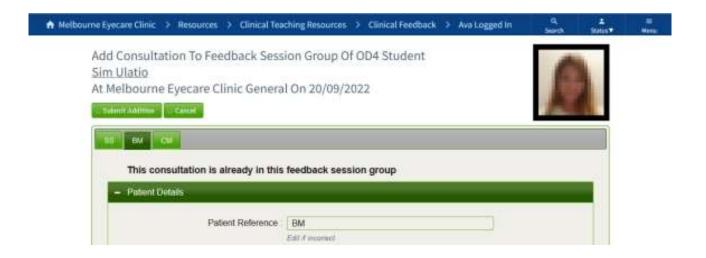
4. If there is already feedback given for that student at that clinic on that day a dialog window will be displayed giving the option to add the consultation(s) without feedback to an existing feedback group or start a new feedback group. Normally the consultation(s) will be added to the existing group unless

   ○ the other feedback group is that of another supervisor and the feedback is appropriately to be kept separate

   ○ this is an OD3 one-on-one consultation or equivalent situation where the feedback is to be given individually

   ○ you wish to differentiate the feedback grading between consultations-excellent work on one consultation whilst unsatisfactory performance with a caution for another for example. Note however this would be done only in exceptional circumstances as you are recommended to still give feedback to all consultations together as a group with an 'Unsatisfactory' rating in this situation (see the help document 'Feedback Grades and Cautions').

5. Once transferred to the grouped feedback screen all consultations awaiting feedback by that student at that clinic on that day will be visible on a tabbed interface, along with the other consultations already given feedback if previously the option to add to an existing feedback group was chosen. Before giving feedback, check that all consultations grouped on the screen are appropriate for this feedback group. Use the option control at the top of each tab to deselect any consultations not to be included in this feedback group. The system will not allow an OD3 one-on-one consultation to be given feedback grouped with another consultation.

6. If this is a new group of consultations any consultation can be deselected from receiving feedback. When adding consultation(s) to an existing group of consultation(s) however those already given feedback in this group cannot be deselected (see 'Removing Feedback Details' section for instructions on how to deselect a consultation from an existing feedback group).
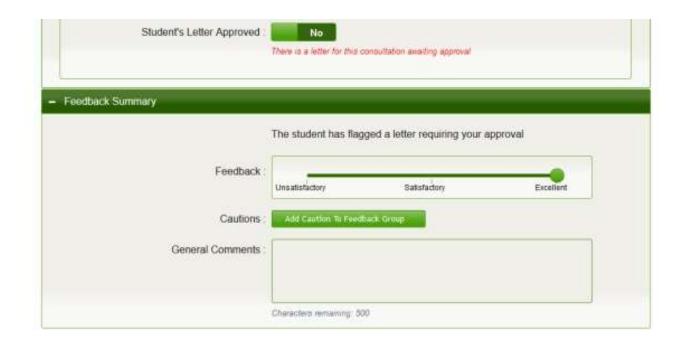

7. Checking of details entered by the student, approving letters as necessary, providing feedback and adding optional cautions can then be supplied as for single consultations. Each consultation will have this common feedback applied to it.
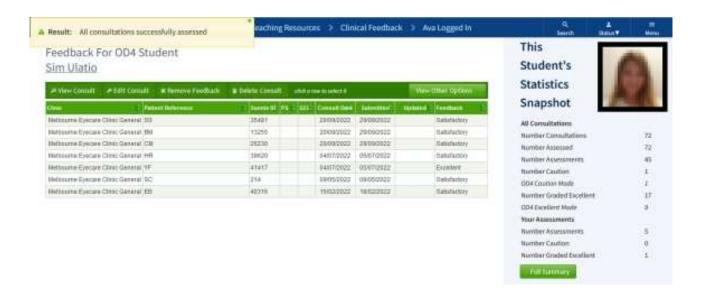
8. If one or more letters requiring approval have been flagged by the student, the 'Supervisors Summary' section will have a warning message to that effect and the consultation tab(s) for patient(s) needing a letter approved will be individually annotated under the 'Students Letter Approved' field.
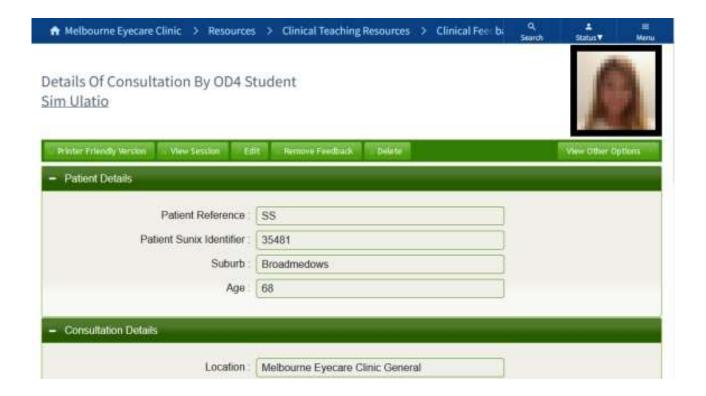
9. If a letter is required for this patient, it should be checked and approved by the supervisor, and the form field switched to 'Yes' to indicate this approved status.
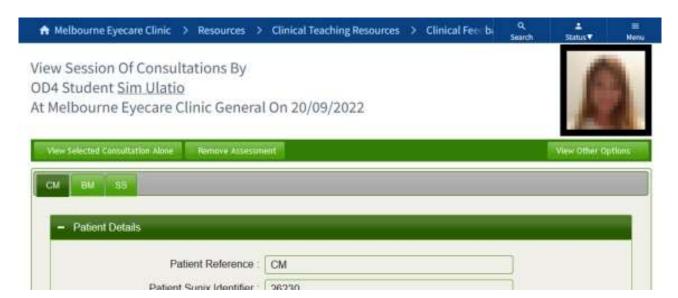

10. When all feedback tasks are completed click on the 'Submit Feedback' button. You will be switched to a listing of all the consultations to which you have entered feedback for this student. A message box will also be displayed in the top left corner giving confirmation of the success of the feedback submission.

11. The consultation with its feedback can be viewed by clicking on its row in the table (row highlighting will assist with this) and then clicking the 'View Consult' button to change to the feedback details screen. The consultation will be displayed on its own with its group feedback.

12. There is a 'View Session' button that allows viewing of all consultations of the group together on a tabbed panel along with their common feedback.
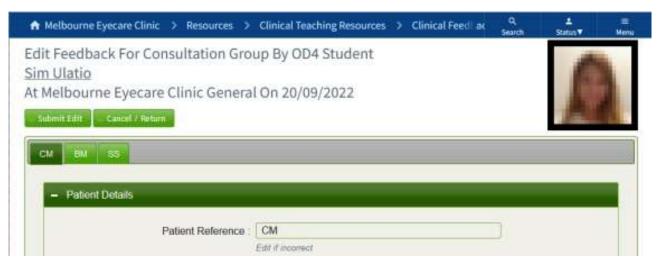
Editing Consultation and Feedback Details

1. If any errors are noted or alterations required edits can be made by clicking on the 'Edit' button in the 'Feedback Details' screen or additionally by selecting the appropriate row and clicking on the 'Edit Consult' button on the student's feedback listing or the general 'Students' Consultations You Have Provided Feedback' listing screen.

2. If this consultation was given feedback in a group, along with the common feedback, all consultations of that group will be displayed in a tabbed pane.
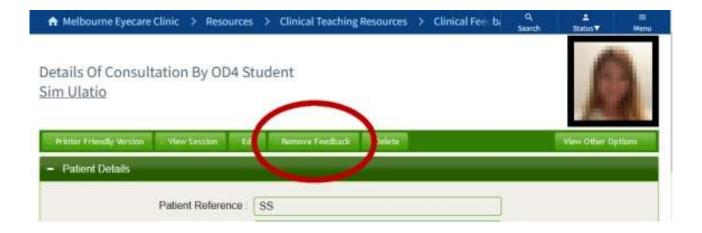

3. Along with some of the student data entry fields the letters approval field and the 'Feedback Summary' pane can be edited.
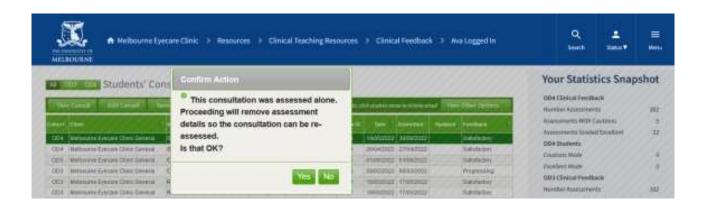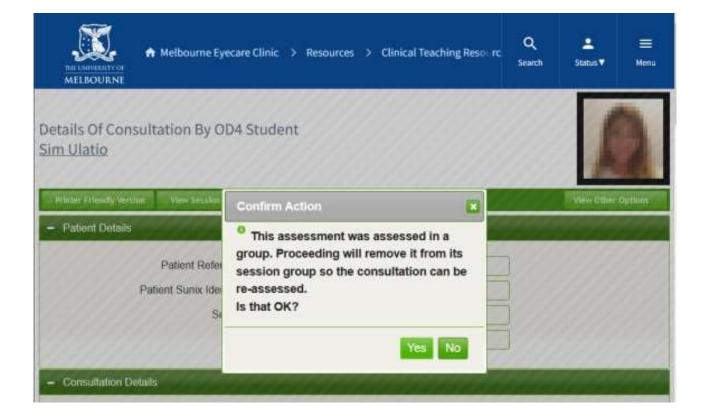
Removing Feedback

1. Feedback can be removed from a consultation removing the supervisor's feedback including comments, cautions and caution comments, OD3 one-on-one marking and any letter approval. Edits made to student data entry fields that were made during the feedback process will not however be reverted.

2. Like 'Edit Consult' buttons, 'Remove Feedback' action buttons can be found on consultation detail and feedback list screens.
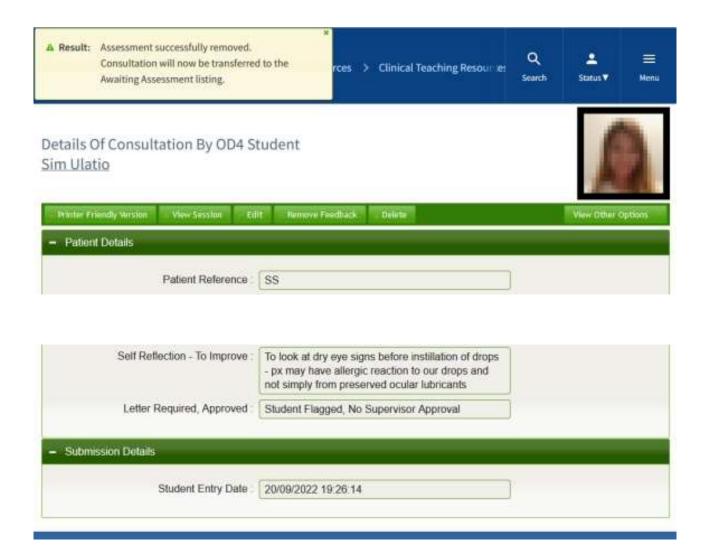
3. Before feedback is removed from the consultation a warning confirmation dialog window will be displayed.

4. Once feedback has been removed from the consultation a success dialog will be displayed and if you were in the consultation details screen the 'Feedback Summary' Pane will now be gone and any letter approval reversed.

5. If feedback was removed from your list of consultations for this student to which you have given feedback, or the list of all consultations to which you have given feedback, a success dialog will be displayed and after about five seconds the page will automatically refresh and the consultation will no longer be listed as it now belongs in the list of consultations awaiting feedback.

6. Once feedback has been removed the consultation will again be visible and available in the 'Awaiting Feedback' list screen.

7. If the consultation was given feedback in a group with other consultations those other consultations will still have the feedback attached and it will have to be removed consultation by consultation if required.

Logging Out – Important

To prevent continued use by another person under your login, when you have finished using the system, log out before leaving the computer by clicking on the 'Log Out' link on the 'Status' tile drop-down menu accessed on the web page header on the right-hand side.