# University of Melbourne Clinical Feedback System Guide For External Supervisors

### Contents

Attaining Registration On The System	2
Logging In	3
Enter and View Feedback Details (by single consultation – OD3 up to mid-April)	4
Enter and View Feedback Details (by grouped consultations – OD4 and OD3 from	
mid-April)	9
Editing Consultation and Feedback Details	16
Removing Feedback	17

### **Attaining Registration On The System**

- Send your email details along with preferred title, first name and family name and a list of the ACO and/or DOVS clinics you expect to be attending to Chris Watt (<u>icwatt@unimelb.edu.au</u>) or to A/Prof Anthea Cochrane (antheac@unimelb.edu.au).
- 2. You will receive an email confirming your registration and containing your username (the email address you have supplied) and your initial password (this can be changed to one of your own choice after logging in the first time by using the 'Update Password' option form the 'Status' drop-down menu top-right of the web page).



#### Logging In

- 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-visionsciences/study/facilities/resources
- 2. Your username is the email address you supplied to us for your registration on the system. Your password is that which was sent to you in the email confirming your registration on the system, unless you have changed this to one of your choice at a previous login. If you have forgotten your password this can be reset and emailed to you by using the facility on the login page 'Login' section. If you have forgotten the email address to use, or need to change it, email the system administration via the link on the login page 'Help' section.



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.

Heit	ourne Eyecare Clinic	> Resources > Clinical Tear	thing Resources 🗦	Clinical Feedback	Ava Logged In	A A A	
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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.

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004	-	Weldmanne Ebocaro Chris/Ganaral	mc.	Struck Vision / France	12/09/2022 Ave Tier	Contraction of the second second	

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.

Assess Consultation By OD3 Stud	lent	-		
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At Melbourne Eyecare Clinic Gen	eral On 20/03/2022	100		
Cathiel Cathiel		and the second	14	
- Patiant Details				
REALWAY AND A CONTRACT	law and the second s			
Patient Reference :	ßS			
	Edit / enumed - characters remaining, 38			
Patient Sunix Identifier	35481			
	Edi / inconsci			
Suburb :	Broadmedows			
	Edit if inconsci - characters remaining, 19			
Age	68			

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'.

	<ul> <li>Clinical Teaching Resources</li> <li>Clinical Feed ac</li> <li>Pediatrics</li> </ul>	Search	Status	
	Binocular Vision / Neuro-Optometry			
	<ul> <li>Anterior Eye</li> </ul>			
	Glaucoma			
	Posterior Eye			
	Low Vision			
	Dispensing			
	Clinician Failed To Attend			
Self Reflection - Done Well	Nothing suspicious w PC, but refraction identified NIPH in LE when VA deteriorated from 6/9 in 2020			
	to 6/19 today			
Self Reflection - To Improve :	To look at dry eye signs before instillation of drops - px may have alleroic reaction to our drops and			
	not simply from preserved ocular lubricants			
Student's Letter Approved :	No			
	There is a lefter for this consultation availing approval			
Feedback Summary	There is a lefter for this consultation availing approval The student has flagged a letter for your approval			
Feedback Summary	There is a lefter for this consultation availing approval The student has flagged a letter for your approval	_	1	
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Feedback Summary Feedback : Cautions :	There is a letter for this consultation availing approval The student has flagged a letter for your approval Not Progressing Add Gautton	Progressing	]	
Feedback Summary Feedback : Cautions : General Comments :	There is a lefter for this consultation availing approval The student has flagged a letter for your approval Not Progressing Add Gautoo	Progressing		

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'.

<ul> <li>Feedback Summary</li> </ul>	
	The student has flagged a letter for your approval
Feedback	
	Not Progressing Progressing
Ceutions	Professionalism
	Technique / Observation
	Management
	Select at least one category or click the 'Dirar Cautions' button
Caution(s) Comments	
	Characters remaining: 500
	Chiar Cautions
General Comments	

- 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.
- 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.

Result: Consultation succe	sofully assessed	encade (Ces (*)	Clinical Teaching Res	ources 🔅 Clinical Feedba	sck → Joan Q. Starth	L = Status▼ Her
Feedback For OD3 S Sim Ulatio	This Student's	0				
a Weir Consult 🖉 A Edit Consu	t) is Remove Feedback	∎ Delete Cansult	schok of now to select it.	Wesi Other Options	Statistics	A. 8
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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.

Melbourne Eyecare Clinic > Resources	Clinical Teaching Resources > Clinical Feedback	> Q Search	s Status▼ ,
Details Of Consultation By OD3 S Sim Ulatio	tudent		A
Printer Friendly Version Edit Pernove Fe	edback Delete		View Other Options
- Patient Details		-	
Patient Reference	SS		
Patient Sunix Identifier	35481		
Suburb :	Broadmedows		
Age :	68		
- Consultation Details			
Location :	Melbourne Eyecare Clinic General		
Consultation Date :	20/03/2022		
Poor Supportion	Ma		

## 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).

ALL NO.		Nelbourne Eyecare Clinic 🌖 Resourc	es - Ə - Clinical Tear	ching Resources > Clir	nical Feedback 🗦 Ava Logged	in Q ± Seenh Seen*	=
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-004	McDay.	Melburrie Eyecare Chric General	. (R).	Prinary Care (Cenaral)	12/06/2022 Ava fair	Assessments Graded Excellent	11
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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 consultationsexcellent 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').

ANE LB	Melbour	rne Eye	care Clini	ic > Resources > Clin	ical Teaching I	Resources >	Clinical Feedback	🔾 🗧 Ava Logged in	Q Seath	inea*	Hen
Ates	Awaiting Fee	dba	Sessio	on Friedblock Options					ur Statisti	cs Snaps	hot
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000	Anterny Hours	810	auto filest	are Cast: General WA	Pas	tan Cale	23.88(2022 Ave Terr				
004	Ourstater Hard	Uett	anarte filiera	ale Cital Gatatal PV	Anda	ALL SAN	CAUSOIDED was far				

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.

Assess Consultation Group By OD4 : Sim Ulatio	Student	0
At Melbourne Eyecare Clinic Genera	l On 20/09/2022	107
Submit Feedback		ARC N.
CM 94 55		
Important! Do you want to include separately : Include in This Group	this consultation for 'CM' in this Feedback Group or	give feedback
Dataset Determine	(CM	
r aburt ronorence .	Eist / second	
Patient Sunix Identifier	26230	
	Edit if normal	
Suburb	Northcote	
	Entri d'inconnect	
Age	56 Years Old, sold if incorrect	
- Consultation Details		
Nominated Supervisor	Dr Ava Tarr	
Peer Supervision	No	
Staff To Student	No	
	Data and the second sec	

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).

♠ Melbourne Eyecare Clinic > Resources > Clinical Tea	ching Resources 🗧 Clinical Feedback 🗧	Ava Logged In	Q Search	1 Status *	
Add Consultation To Feedback Sess	ion Group Of OD4 Student				
Sim Ulatio			100		
At Melbourne Eyecare Clinic Genera	il On 20/09/2022		100		
Taluni Addition (.: Canad			Alter		
			_		
BD EM CU					
This consultation is already in this	i feedback session group				
- Patent Details					
Patient Reference	BM	1			
	Edit A mountail				

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.

	The student has flag	iged a letter requiring your a	pproval
Feedback :	Unsatisfactory	Satisfactory	Excellent
Cautions	Add Caution To Feed	back Group	
General Comments :	Good consultation	olan. Good time managemen	it.
	Refraction done we examination	II. Good posterior and anteri	or eye
		which are and see of an end	

<ul> <li>Feedback Summary</li> </ul>			
	The student has fla	gged a letter requiring your a	pproval
Feedback :	Unsatisfactory	Satisfactory	Excellent
Cautions :	Professionalisi Technique / Ol Management Select at least one call	m bservation agory or click the 'Clear Cautions' bu	ultion
Caution(s) Comments :			
	Characters remaining: 5 Over Cautions	500	
General Comments :			

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.

The student has flag	iged a letter requiring your a	pproval
The student has flag	ged a letter requiring your a	pproval
		* * · · · · · · · · · · · · · · · · · ·
1		
Unsatisfactory	Satisfactory	Excellent
Add Caution To Feed	back Groop	
[		1
	Unsatisfactory Add Caution To Food	Unsatisfactory Satisfactory Add Caution To Feedback Group

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.

	There is a whet for this consultation meeting approve
- Feedback Summary	
	The student has flagged a letter requiring your approval
Footback	Unabledadory Salatbadory Section
Gautions	Add Cartter Tt Peetlack Ones
General Comments	Good consultation plan. Good time management. Refraction done well. Good posterior and anterior eye examination.
	Good communication with gg and providing reassurance.

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.

eedback F im Ulatio	or OD4 Student	PROFESSION STREET				This Student's	6
# View Consult	#Edit Consult K Remove Feedback	B Delute Consult	e to select #		Wew Other Optime	Statistics	100
Tana :	Failant Reference		Constituted	fairement.	United in Constants	Snapshot	100
Belbourte Epecate	Clinit General (00	35401	1003/0022	20/00/2022	Balladactivey	All Consultations	
dettourne Eyecare	Chine General Bill	13256	10/09/10/22	29092922	Saturactory	Burrhar Considerations	
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INFORMATINE EXISCALA	Click General HR	38620	64/07/2022	05/07/2812	Saturfactory	Burther Assessments	
aethourke Eyecore	Clinit General 1F	41412	8407/2022	05/07/2922	Exament	Burriller Caudian	
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Reflecter Epicaria	CTREE General \$29	403111	19102/2022	181222512	DatableCivey	Burther Graded Facellett	
						0D4 Excellent Mode	
						Your Assessments	
						Rundler Assessments	
						Number Caution	
						Norther Graderi Excellent	

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.

A Melbourne Eyecare Clinic > Resources	s > Clinical Teaching Resources > Clinical Fee: b:	Q Scorch	± ≣ Status¥ Mer	t due - :
Details Of Consultation By OD4 S Sim Ulatio	tudent		0	
Printer Friendly Version View Session Ed	it Remove Feedback Delate		View Other Options	
- Patient Details				
Patient Reference :	SS			
Patient Sunix Identifier :	35481			
Suburb :	Broadmedows			
Age	68			
<ul> <li>Consultation Details</li> </ul>				
Location :	Melbourne Eyecare Clinic General			

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.

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		1 Million	Conne	tier te				-	0	04 Clinical Feedbac	¥
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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.

♠ Melbourne Eyecare Clinic → Resources → Clinical Teaching Resources → Clinical Feed at	Q, Search	± Status▼	Menu
Edit Feedback For Consultation Group By OD4 Student Sim Ulatio		0	
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Submit Eifft Cancel / Retarn		100	
CM BM SS			3
- Patient Details			
Patient Reference : CM	1		
Edit if incorrect			

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.

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Patient Details	View Session		Remove Feedback	feiete	View Other Options

3. Before feedback is removed from the consultation a warning confirmation dialog window will be displayed.

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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.

A Result:	Assessment sur Consultation w Awaiting Asses	ccessfully remo vill now be trans sment listing.	ved. ferred to the	rces )	Clinical Teaching Reso	ournei Sear	t ± rch Status▼	≡ Menu
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Student Flagged, No Supervisor Approval	
we have been and the second of the second of the	
	To look at dry eye signs before instillation of drops - px may have allergic reaction to our drops and not simply from preserved ocular lubricants Student Flagged, No Supervisor Approval

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.

Result: Assessment Consultation Awaiting Ass	successfully removed. will now be transferred to essment listing.	o the	*	s >	Clinical	leaching R	Bources	<ol> <li>Clinical Feedba</li> </ol>	el Q Search	A. Satur	
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- 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.

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