Standardized Patient Manual
Standardized Patient Roles and Responsibilities

As a standardized patient you should always…

❖ **Be Service Oriented** – remember at all times that you are impacting healthcare education. You should be prepared, friendly, respectful and willing to respond quickly to changes in the educational activity.

❖ **Be Reliable** – Respond quickly to activity requests and make sure you are aware when training sessions are scheduled. If you cannot make those training sessions check with the SP Coordinator to see if there is an alternate training time. Once an activity confirmation is sent out you are required to be at the training session if you have not already made alternate arrangements. Respond quickly if you cannot be present for a training session or educational activity/assessment. Last minute cancellations create serious problems when there are not enough SPs present for a session.

❖ **Be Punctual** – Report on time for all training sessions and activities you agree to work.
  - *Training Sessions* – The Standardized Patient Educator will provide case training for activities and you are required to be present and ready to start at the time the training session is scheduled.
  - *SP Educational Activities* – You must be in the SP lounge ready to work 30 minutes prior to your scheduled event.

Remember, we depend upon a team of co-educators to create successful healthcare educational activities for our learners. YOU are a vital part of this team. As such, always be prepared for the educational activity that you are assigned.

Finally, we think you will find being a standardized patient a fun and unique experience so welcome to our team!

**What Will You Do As Standardized Patient?**

- *Realistically portray a patient* – you must learn the facts of the case; be able to recall and reveal case information when appropriate during the interview; realistically depict patient’s education level, psychological state & emotional condition; believably reproduce any abnormal physical findings that are part of the case.

- *Observe student’s behavior* – you must observe the precision of the healthcare student’s performance while they are interacting with you.
• **Recall the encounter and complete the checklist** – you must be able to recall the details of the student’s behavior immediately after the clinical encounter is finished and accurately complete the checklist.

• **Be able to give written and verbal feedback to the student** – you will need to give thoughtful, beneficial, and effective feedback on the student’s communication skills and/or physical exam skills.

• **Be comfortable with being touched** – you must be willing to have medical students conduct physical examinations requiring them to touch your face, head and body.
  ▪ Breast, pelvic/prostate exams will be conducted only on SPs who have requested to be a pelvic/prostate model. These SPs are paid a higher pay rate due to the intimate nature of these exams. Please speak with the SP coordinator if you are interested in learning more about this program.

**Standardized Patient Requirements**

**Email access** – all scheduling, communication and distribution of case materials will be done via email.

- It is your responsibility to check your email for upcoming events regularly.
- Once you are scheduled for an event please check your email regularly for case materials, scheduling information, etc.
- It is your responsibility to make sure you receive all necessary materials/cases. Please contact the SP Coordinator if you are missing materials.
- Always respond back to the SP Coordinator whether you can OR cannot participate in an activity. Likewise, always respond back with a confirmation that you have received materials, reminders, etc.

**Basic computer skills** – you must have the ability to learn how to use a computer to complete checklists, training modules and to clock-in and out on a daily basis.

**Working a SP Activity**

- You should call, text or email your campus SP Director/Coordinator, if you cannot make your activity. Refer to your specific campus procedure.
- Breaks and time for lunch may be built into a session. You may use the SP lounge during this time as long as you are back in your room before the next student encounter. Depending upon the project we may request that you bring your lunch, or snack, and that you do not leave the building during this time.
- You must “sign out” and “sign back in” during lunch breaks or when you leave the campus for any reason. You must be back 30 minutes prior to the start of the next encounter after the lunch break.

**When You Arrive**

When you arrive for a session you should:

- Clock-in at your scheduled time (clock-in is slightly different at each campus). Please be sure you understand the procedure at your campus.
- Obtain the project schedule (blueprint), checklists and any other necessary materials.
• Identify which exam room you are assigned.
• Review your list of students – alert SP Director/Coordinator if you personally know the student.
• Make sure that all materials are available/restocked for the activity in your exam room. This may include exam table paper, sheets, pillow cases, ear speculums and hand sanitizer, etc.
• Change into proper attire or get moulage (make-up) and/or props.

**ID Badges**

ID badges must be worn at all times except for when you are in a patient encounter room.

**During the Encounter**

• If the *wrong student* comes into your room, stay in character and perform as trained and alert the SP Director/Coordinator after the encounter. Then proceed to fill out a paper checklist and put the encounter # with the student’s name on it.

• *Remain in your patient role* at all times while the student is in the exam room. You should be careful not to ‘cue’ the student in completing the interview or exam.

• *Do not become a “professional” patient.* For example, do not prompt the student to pull out the footrest or offer your arm before the student takes your blood pressure.

• *Do not give away information.* Only answer if asked a question. If a question is asked that it is not on the case, answer with “I do not know” OR repeat your initial statement drawing the student back to your case.

• You must *consistently provide the same responses to each student* AND your statements must be consistent with the other SPs (with the same case) responses. If you give incorrect information, please notify the SP Director/Coordinator and document this in the comments section of your feedback form. **Also, you need to correct this mistake before the next encounter.**
  
  o Sometimes certain bits of information are omitted in a case. It is up to you and your colleagues (with the same case) to make sure that all respond with the same information.

• You must never inject your own personal history unless instructed by the SP Director/Coordinator or faculty member.

• You should always ask the student to explain any medical term they use, even if you already know what the word means.

• For any procedure, invasive or non-invasive, e.g. health history, physical assessment and/or pelvic exam, where you feel physical or psychological discomfort, you have the right to stop the procedure/assessment immediately. An example of how to respond in this situation may be “I am in pain or feeling discomfort. Please stop the procedure/assessment immediately.” The standardized patient is required to report this immediately to the educator overseeing the procedure and the Standardized
Patient Director/Coordinator. The standardized patient will need to document the event.

- Always exit exam rooms through door that leads to SP hallway (window).
- Avoid common areas where there may be students/residents – especially during testing.
- When waiting outside a room with the cameras/microphones, always shut all the doors. The microphones are very sensitive and can pick up your conversations.

*Most SP encounters will include the following parts...*

- The student will take your history (medical, social, family, etc.)
- The student may then perform a physical exam.
- You will provide the student with written and/or verbal feedback.
- Students must ALWAYS wash their hands before performing an exam on you. Use antimicrobial gel between activities during the encounter, when appropriate.
- Wash your hands with soap and water before and between encounters to stay healthy.

**The Exam Room**

- Place your clipboard or other materials (cards, pictures) in a cabinet or drawer so it is out of the student’s site.
- Lock the computer screen while the student is in the room.
- Clean and/or sanitize the exam room as required, between students, of any litter. Always re-set room for the next encounter (e.g., fold sheet and place back on the table).
- Cell phones must be off or in silent mode during the student encounters. Phones should be used during breaks and only in the SP lounge.
- Always assume the video camera & microphones are on when you are in the exam rooms. No comments or telltale facial expressions should be made after the student leaves the room. Anything may be recorded and later seen by faculty and/or students.
- Water in a sealed container is allowed in the room (out of sight of the student). Please refrain from drinking your water during the case.

**Before You Leave**

- Make sure your exam room is clean before you leave.
  - Sanitize the room. Change the paper. Remove any cups/paper, etc. Leave room ready for next encounter.
  - Alert staff if the room has malfunctioning or missing equipment.
- Check the SP Lounge and help clean if necessary. If you are the last to change out of your gown, please tie the linen bag (in the dressing room) and place it in the SP Lounge for pick up.
- Check in with the SP Director/Educator/Coordinator when you are finished for the day.
Please be aware that…

- Your password requires changing every 3 months. Passwords are your responsibility. Make sure it is current before you arrive for an event. You will be prompted for a verification method as well (text, e-mail, etc.).
- You may not clock-in earlier than your scheduled time.
- Reservations are our best estimate of how much time is required to complete SP encounters for all students. In some cases events may not last the entire time allotted. Once work is complete you will be asked to sign-out. You are not guaranteed to work until the end of the scheduled time.
- Anticipate remaining 10 minutes after your last encounter for cleaning your room/SP lounge or completing a debrief session.
- All activities will have additional SPs scheduled whenever possible to be a back-up in the event of unavoidable absences the day of a project. However, all SPs will work during the assigned activity and will be required to participate equally until the conclusion of the activity.
- While not working with students/residents you may be assigned other duties to assist with the running of the SP program.

A great SP…

- attends all training & program sessions as requested
- responds quickly to the SP Director/Educator/Coordinator if they are able or unable to attend a training or event
- reports to work on time
- maintains confidentiality regarding student performance
- avoids contact with students “out of role”
- participates at least every six months

SD/MG/KL/SB
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