



Candidate Quick Reference Guide – Adult Medicine Long Cases (Australia)

Accessing the teleconference

The following is based on a hosting hospital using the College's teleconference provider.

Step 1

You will receive a 12-digit host passcode on the Physical Examination Findings Form (PEFF) handed to you in the exam room, if participating from a hospital site. If participating from home or another venue the Sitting site contact will email it to you 30 minutes prior to the interview with the patient.

Step 2

To access the teleconference, call **1800 672 949** at the appropriate time. This number is the same for everyone.

Step 3

You will be prompted to enter your 12-digit passcode from the PEFF, followed by the hash (#) key.

Step 4

You will be prompted to record your name after the beep. You will then enter the meeting.

Step 5

When the meeting is over, all participants can hang up the phone.

Note - Each time an examiner, candidate or patient joins or leaves a meeting, an automated recording will inform everyone else in that meeting by playing their name and saying they have left or joined the meeting. You can dial **72#** at any time during the conference if you want to hear the name recording of everyone currently on the call.

If you experience an issue within a teleconference call, press ***0** and a Telstra support officer will join the call and assist. You can also contact the teleconference support number on 1800 011 080 and select option 1. This number is available 24/7 and they can reset a meeting code within 12 seconds if required



Issues with the teleconference

If you are unable to connect to the teleconference, the patient is late or there is an issue with audio quality, the following will apply:

- Open the door and notify the invigilator if you are on site. If you are participating from home or another venue contact the invigilator to notify them. If you are in the teleconference press *0 and a Telstra support officer will join the call to assist. You can also contact the Telstra support number on 1800 011 080 and select option 1.
- Telstra or the invigilator will assist you with teleconference troubleshooting and the invigilator can ring the hosting site to find out if the patient is delayed or experiencing difficulties.
- If there is an issue with the phone or hospital phone network, the invigilator will try and source another phone that can be used. This may be your own mobile phone.
- If there is an issue with the teleconference service, the invigilator will liaise with the hosting site and the Chief Examiner will determine the next best course of action.

The invigilators will write up major incidents in the Incident Report.

Make sure you notify the examiners of any issues experienced when you meet with them.

The Exams Helpdesk can be contacted on 1300 697 227 (+61 2 9256 5444). More information about back up plans are available on our [DCE Support page](#).

Exam Day Principles The hosting site Local Exam Organisers (LEOs), together with the National Examining Panel member (NEP), have discretion to manage any delays on your exam day to enable examinations to continue where at all possible. There is flexibility in the day to absorb delays of up to 40 minutes. Any delays of over 40 minutes in starting, or during, the examiner/patient, candidate/patient or candidate/examiner interview will result in your examination being cancelled and rescheduled.

- If you are running late for your exam, the start time will not be delayed. If you arrive within 20 minutes of your start time, you can still sit the exam, but you will not receive additional time for the candidate/patient interview.
- If there are delays of under 10 minutes during your candidate/patient interview, the time can be absorbed in the interview and continue on the existing timelines as planned. This is in line with what has occurred in previous year's exams.
- If there are delays of over 10 minutes and up to 40 minutes during your candidate/patient interview, the time can be extended in the interview accordingly, up to a maximum of 30 minutes.
- You will always get the full 10-minute preparation time between your patient and examiner interviews.
- You will always get the full 25 minutes for the examiner interview.
- You should get at least a 20-minute break between your Long Cases.
- If an issue is experienced in your first Long Case in the morning, it will be explored whether the examiners and patient are willing to meet with you later in the day (for example, if the candidate/patient interview is unable to take place at 8.50am it could be rescheduled to 3pm hosting site time, with your candidate/examiner interview rescheduled to 4.10pm). In this instance you would then proceed with your second Long Case in the morning as planned.



- If an issue is experienced in your first Long Case and it cannot be rescheduled to later in the day, leading to the first Long Case being cancelled, the second Long Case will also be cancelled, and you will be rescheduled to another exam date.

Long Case Timetable

Use the timetable below as a guide. Times may differ depending on your scheduled start time.

AEST – Morning	AEST - Afternoon	Activity	Comments
8:50am – 9:50am	2:05pm – 3:05pm	Candidate interviews patient #1	<p>The invigilator will provide you with the PEFF for patient #1. You and patient #1 will dial into the teleconference number listed on the PEFF and use the relevant host passcode to join.</p> <p>The invigilator will knock on your door when there are 5 minutes of interview time with the patient left, if you are at a hospital site. At 9:50am / 3:05pm, the invigilator will knock and open the door. You should end the call with the patient promptly.</p>
9:50am – 10:00am	3:05pm – 3:15pm	Candidate prep time	You will stay in the same room to prepare. The door will remain open and the invigilator will monitor you from outside.
10:00am – 10:25am	3:15pm – 3:40pm	Examiners and Candidate discussion	<p>You, and both examiners, will dial into the teleconference number listed on the PEFF for patient #1. You will use the host passcode again.</p> <p>The examiners will instruct you to hang up at 10:25am / 3:40pm.</p>
10:25am – 10:55am	3:40pm – 4:10pm	Candidate 30-minute break	The invigilator will move you to a different room and you will be supervised during the break, if you are at a hospital site.
10:55am - 11:55am	4:10pm - 5:10pm	Candidate interviews patient #2	<p>The invigilator will provide you with the PEFF for patient #2. You and patient #2 will dial into the teleconference number listed on the PEFF and use the relevant host meeting passcode to join.</p> <p>The invigilator will knock on your door when there are 5 minutes of interview time with the patient left, if you are at a hospital site. At 11:55am / 5:10pm, the invigilator will knock and open the door. You should end the call with the patient promptly.</p>
11:55am – 12:05pm	5:10pm – 5:20pm	Candidate prep time	You will stay in the same room to prepare. The door will remain open and the invigilator will monitor you from outside, if you are at a hospital site.
12:05pm – 12:30pm	5:20pm – 5:45pm	Examiners and Candidate discussion	<p>You, and both examiners, will dial into the teleconference number listed on the PEFF for patient #2. You will enter the host passcode again.</p> <p>The examiners will instruct you to hang up at 12:30pm / 5:45pm.</p>
12:30pm	5:45pm	Candidate examination ends	The invigilator will collect all materials, return your belongings, and escort you out, if you are at a hospital site.