

Examiner Quick Reference Guide – Paediatrics and Child Health Long Cases

Who to Contact

Videoconference issues: MOQdigital on **+61 2 8039 5041**. Call as soon as an issue is experienced.

Non-videoconference issues: Exam Support Team on **1300 697 227** (+61 2 9256 5444) and **press 7**. Call for all other issues, including the Digital Score Sheet (DSS) troubles or to swap examiners.

Teleconference issues: Telstra on **1800 011 080** and press 1. If you are in the call, press *0.

You can also review the [DCE Support page](#).

Attachments in this document

- Exam Day Principles (managing delays)..... page 3
- Long Case Examiner Timetable with Videoconference interactions.....page 5
- Accessing Teams via a Web Browser page 6
- Accessing Teams using the installed Desktop app..... page 12
- How to use MEET NOW page 17
- Accessing the teleconference instructions..... page 20
- Time zone conversion charts (pre and post Daylight Savings)..... page 21 & 23

Videoconference Overview

- The College is using Microsoft Teams videoconference solution for the PCH Long Case exams
- You need to use your MyRACP credentials (username and password) to:
 - login to Teams to be able to enter meetings as a 'host'
 - login to the Digital Score Sheet system
- You must have set up [multi-factor authentication](#) before the exam day for your MyRACP credentials to work.

Meeting invitations will NOT be sent to individual participants for the 2021 Long Case examinations. Generic meetings are being setup for each Case (i.e. patient). **Meeting links to these will be provided to Examiners and Candidates on the Physical Examination Findings Forms (PEFFs).**

To access the meetings via the links provided on the PEFF, before you click/type the links, you must login to Teams with your MyRACP account. If you forget to login, you may get stuck in the virtual lobby and need to be admitted by another participant.

LOGIN to Teams via:

- **a web browser** – go to <https://teams.microsoft.com>
 - Teams runs in recent versions of Google Chrome and Microsoft Edge
 - Internet Explorer cannot be used
- **the Teams desktop application** (if already installed on your computer)

The RACP has engaged an IT company, MOQdigital, for pre-exam and exam day Videoconference support. Agents from this company will call you prior to exam day to check your MyRACP credentials, MS Teams and Digital Score Sheet access are working.

Issues with the videoconference

You **MUST** login to Teams using your MyRACP account before attempting to use the meeting links provided on the PEFF.

If you cannot establish a video connection with the patient in a reasonable timeframe on the exam day, then the hosting site should move to a reserve patient or cancel the examination.

If a video connection is established but network or audio issues then occur, try turning the video off in Teams to see if the audio improves and then turn the video back on a few minutes later. Headsets may also work better than just the speakers in the computer.

If audio is poor but video is sufficient to proceed, then all participants can move to teleconference for audio and keep the video going.

If candidate or Examiner video does not work but you can see the patient, the exam can proceed.

If you experience any major issues during a patient or candidate videoconference, inform the relevant contacts at the hosting or sitting site and complete an Incident Report in the DSS. Please also complete Incident Reports for any incidents that candidates inform you about.

For videoconference issues on exam day, contact MOQdigital directly on +61 2 8039 5041.

Teleconference backup

A Teleconference (TC) number is provided for audio backup but is **only** to be used if a video connection has first been established and then video or audio issues are experienced. The entire patient interview can't take place via audio only. You can continue using just TC if you've been able to see the patient for at least 10 minutes via video. This same principle applies to the Candidate / Patient interview because it is important for Examiners and candidates to see the patient.

Examiner/Examiner interactions and Examiner/Candidate interviews can continue using just teleconference if a video link is unable to be established.

The TC number and host passcode are provided at the bottom of the Physical Examination Findings Form (PEFF). Instructions on how to use the TC are provided later in this document.

Accessing the Digital Score Sheet (DSS)

Access the DSS through this web address: <https://racpdss.assessapp.com.au/>

If you experience issues accessing the DSS or need more information, go to [Alfresco](#) to see the DSS resources, including the full DSS User and Troubleshooting manual, or ring the Exam Support Team.

If you cannot submit the DSS at the time of the exam, contact the Exam Support Team. If possible, try to enter it in the DSS later in the exam day. If you have needed to use the Backup Scoring Booklet, scan or take a photo of used pages and email these to DCE@racp.edu.au.



Exam Day Principles (Managing delays)

The hosting site Local Exam Organisers (LEOs), together with the National Examining Panel member (NEP), have discretion to manage any delays on exam day to enable examinations to continue where at all possible. Permission is not required from the Chief Examiner.

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 the examination being cancelled and rescheduled.

The following principles apply throughout the exam:

- If a candidate is running late for their exam, the start time will not be delayed. If they arrive within 20 minutes of their start time, they can still sit the exam, but they will not receive additional time for the candidate/patient interview.
- If there are delays of under 10 minutes during a 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 a candidate/patient interview, the time can be extended in the interview accordingly, up to a maximum of 30 minutes.
- A candidate always gets the full 10-minute preparation time between the patient and examiner interviews.
- A candidate always gets the full 25 minutes for the examiner interview.
- A candidate should get at least a 20-minute break between their Long Cases.
- If an issue is experienced in a candidate's first Long Case in the morning, it should be explored whether the examiners and patient are willing to meet with the candidate 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 the candidate/examiner interview rescheduled to 4:10pm). In this instance they would then proceed with their second Long Case in the morning as planned.
- If an issue is experienced in a candidate's 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 the candidate will be rescheduled to another exam date.
- If a candidate completed the first Long Case but their second was cancelled, the relevant exams committee will consider whether one or both of their Long Cases will need to be rescheduled.

The Candidate/Examiner interview time starts when the candidate joins the meeting, not after introductions. If the candidate took more than 10 minutes to prepare their presentation prior to joining the Examiner interview and this resulted in a late start, they are not entitled to the full 25-minutes.

Long Case Timetable

Use the timetable below as a guide of the videoconference interactions.

Please note that the exam times are based on the time zone of the hosting hospital. Times may differ depending on your scheduled start time.

See the Time zone conversion charts on the last 4 pages of this document. This includes pre- and post-Day Light Savings timings.

As per usual protocols, Examiners should not read the content of the Physical Examinations Findings Form (PEFF) or medication list until they have begun taking the patient history on exam day, and not look at the problem list until after they have taken the history, discussed the case and formulated the issues list.



Long Case Examiner Timetable with Videoconference interactions

See time zone tables at the end of this Quick Reference Guide to assist you with conversions to your local time zone.

All times on this page are based on hosting hospital time zone, please adjust your time accordingly.

Start Time	End Time	Duration (Minutes)	Task	Case Code	Candidate Name (MIN) Mobile	
7:50 AM	8:00 AM	(10 min)	Examiner meet and greet			Examiners connect using link on PEFF for pt #1.
8:00 AM	8:40 AM	(40 min)	Examiner Review Long Case Patient	LA1		Examiners admit <u>pt #1</u> from virtual lobby.
8:40 AM	9:10 AM	(30 min)	Discuss case and agree on issues			Examiners call each other using Meet Now .
9:10 AM	10:00 AM	(50 min)	Break			
10:00 AM	10:25 AM	(25 min)	Examine Candidate Long Case	LA1	Morning Candidate #1	Examiners and <u>morning</u> candidate 1 connect using link on the PEFF for patient #1.
10:25 AM	10:50 AM	(25 min)	Mark Candidate Long Case			Examiners ask candidate to leave at 25 minutes or move to Meet Now
10:50 AM	12:05 PM	(75 min)	Break			
12:05 PM	12:30 PM	(25 min)	Examine Candidate Long Case	LA1	Morning Candidate #2	Examiners and <u>morning</u> candidate 2 connect using link on the PEFF for patient #1.
12:30 PM	12:55 PM	(25 min)	Mark Candidate Long Case			Examiners ask candidate to leave at 25 minutes.
12:55 PM	1:05 PM	(10 min)	Lunch			
1:05 PM	1:15 PM	(10 min)	Afternoon Examiner meet and greet (If not required, extend Lunch)			Examiners connect to <u>pt #2</u> using link on the PEFF, admit pt from virtual lobby.
1:15 PM	1:55 PM	(40 min)	Examiner Review Long Case Patient	LA2		Examiners call each other using Meet Now .
1:55 PM	2:25 PM	(30 min)	Discuss case and agree on issues			
2:25 PM	3:15 PM	(50 min)	Break			
3:15 PM	3:40 PM	(25 min)	Examine Candidate Long Case	LA2	Afternoon Candidate #1	Examiners and <u>afternoon</u> candidate 1 connect using link on the PEFF for patient #2.
3:40 PM	4:05 PM	(25 min)	Mark Candidate Long Case			Examiners ask candidate to leave at 25 minutes or move to Meet Now
4:05 PM	5:20 PM	(75 min)	Break			
5:20 PM	5:45 PM	(25 min)	Examine Candidate Long Case	LA2	Afternoon Candidate #2	Examiners and <u>afternoon</u> candidate 2 connect using link on the PEFF for patient #2.
5:45 PM	6:10 PM	(25 min)	Mark Candidate Long Case			Examiners ask candidate to leave at 25 minutes.
6:10 PM	6:20 PM	(10 min)	Two-way Examiner Feedback			

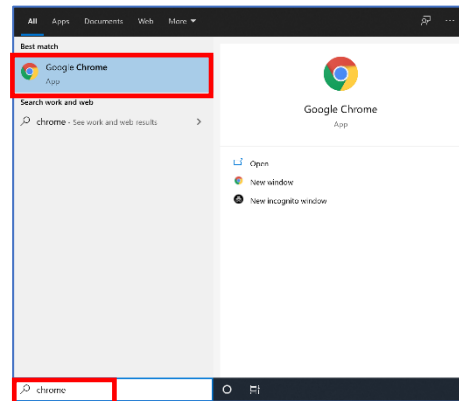
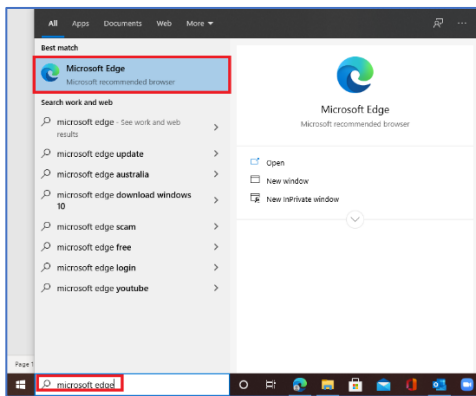
Microsoft Teams Accessing the meeting **via a web browser**

IMPORTANT:
Microsoft Teams is only supported on Microsoft Edge and Google Chrome.

Follow these steps before clicking on or typing in the Teams Meeting link.

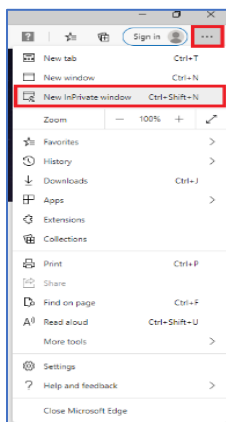
Tip: If using an Inprivate or Incognito window, open the DSS first.


1. Open either Microsoft Edge or Google Chrome

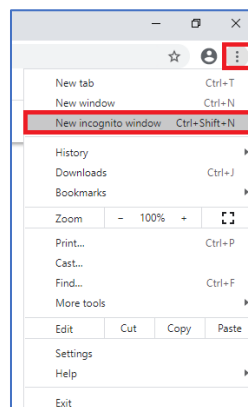


2. Open a New InPrivate window in Microsoft Edge **OR** an Incognito window in Google Chrome by clicking the ellipsis (the 3 dots) in the top right-hand corner of the screen. Select New InPrivate Window for Microsoft Edge or New Incognito window for Google Chrome

Microsoft Edge 



Google Chrome 

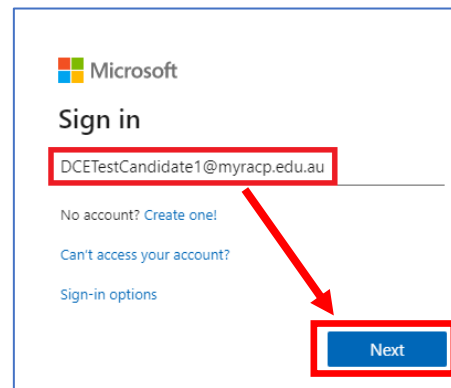


Note: The New InPrivate window or Incognito window ensures that if you are logged into a hospital computer, that the hospital's credentials don't interfere with accessing your MyRACP credentials.

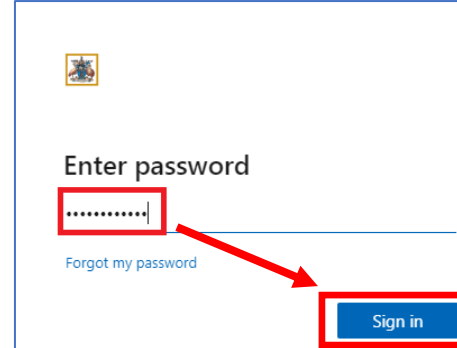
3. Type teams.microsoft.com into the browser search bar at the top



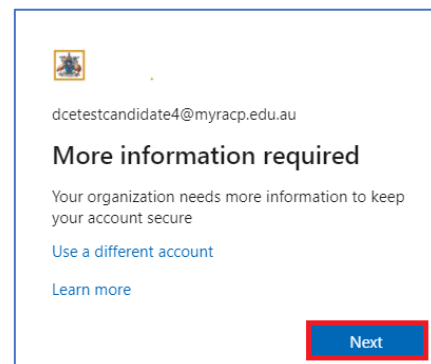
4. Enter your MyRACP username (e.g. ab12345@myracp.edu.au)
5. Click **Next**



6. Enter your MyRACP password
7. Click **Sign in**



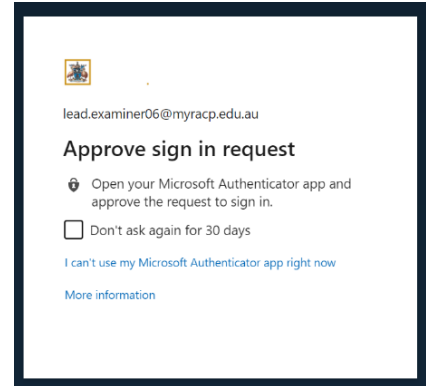
8. You may see a window stating More information required. Click **Next**



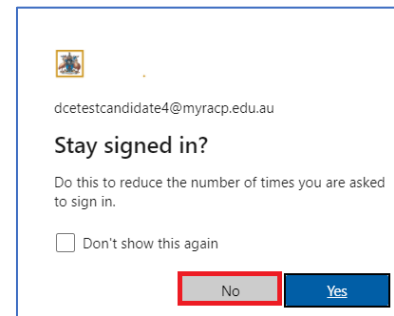
9. You may be prompted to **Approve sign in request**, as is the case for DSS.

Approve the access using your Multifactor Authenticator app.

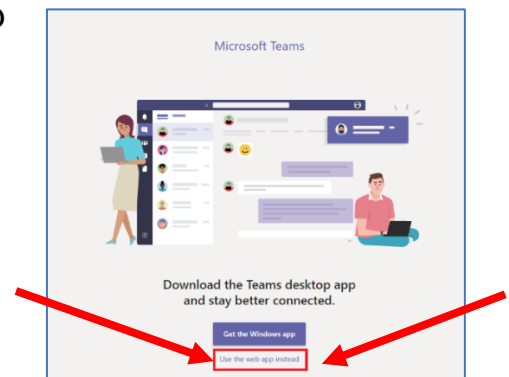
Optional: tick the 'Don't ask again for 30 days' tick box (works if you are not using a Private browser)



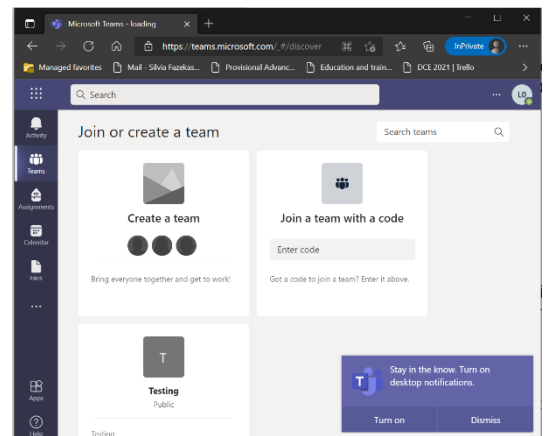
10. Click **No** on the Stay signed in? window.



11. You may be asked if you want to use the web app or the Desktop version (Windows app). Click on **Use the web app instead** to open the web version of Teams.

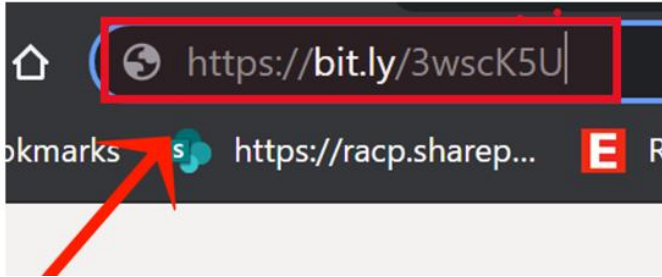


12. You are now logged into Teams.



Accessing the Meeting:

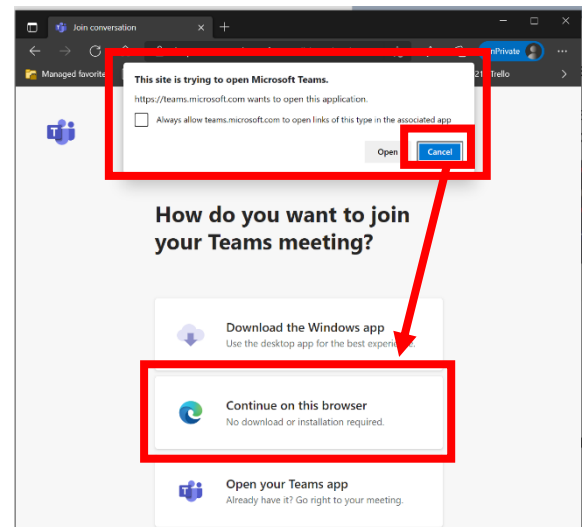
13. Type in the meeting link into your Web browser URL bar or click on the Long Link/shortened Link on the PEFF if you have an electronic copy of the PEFF.



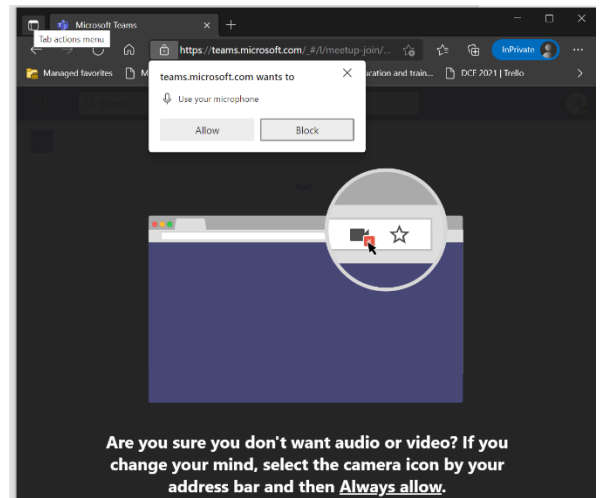
Note: If you have a printed copy of the PEFF, please type in the shortened meeting link into the web browser URL bar.

14. You may be asked how you want to join the meeting.
If the pop-up box displays stating 'This site is trying to open Microsoft Teams', select **Cancel**.

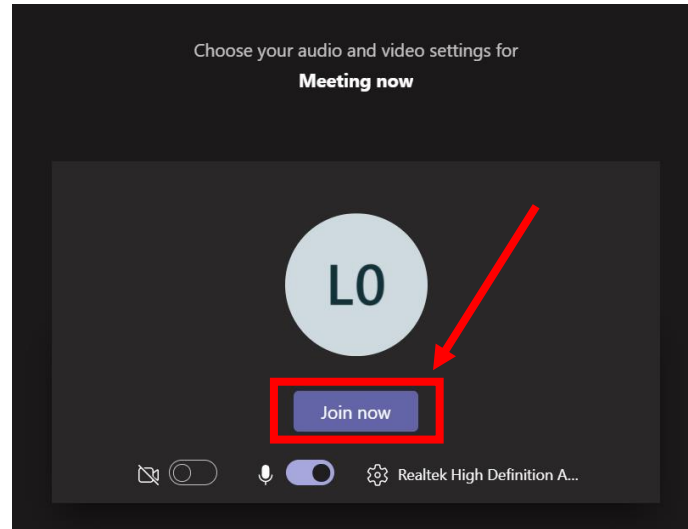
15. Select **Continue on this browser**



16. If prompted, click Allow to enable Audio and allow video.

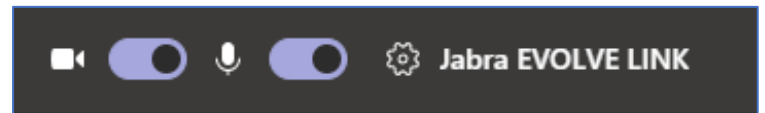


17. Click **Join Now**.

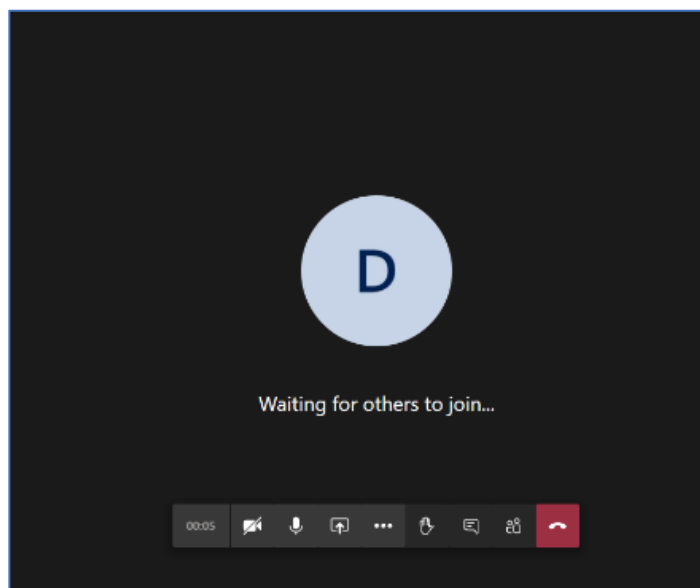


Congratulations! You have now joined the meeting.

Make sure your web camera and microphone are enabled.



If you are the first person to join, you will see this:



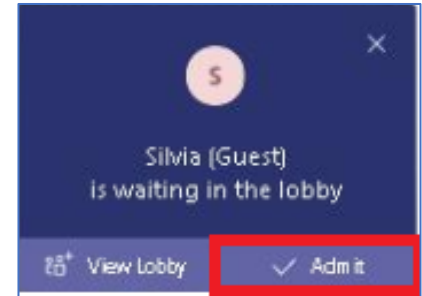
Lobby Function to admit participants into meetings:

Examiners - You will need to admit the patient into the meeting from the 'Lobby'.

To admit participants:

You will see a pop-up window advising you when the Patient is trying to join.

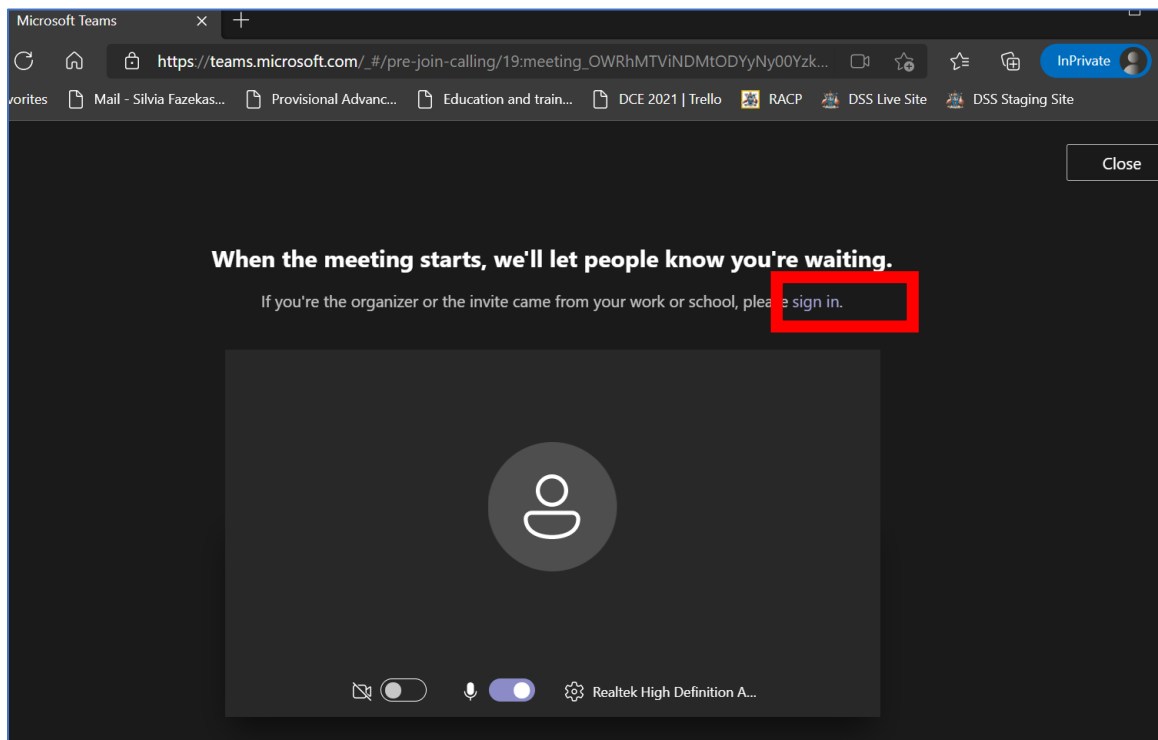
Click **Admit** button to allow them into the meeting.



Didn't login to Teams before accessing the meeting link:

If you forgot/didn't login to Teams before accessing the meeting link, you will be sent to the virtual lobby as a guest.

At this point in time, you can login to Teams by clicking on **sign in**. Follow the prompts and enter your @myracp credentials to be converted to a meeting Host.

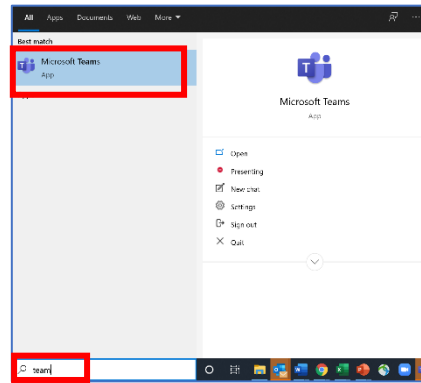


Microsoft Teams

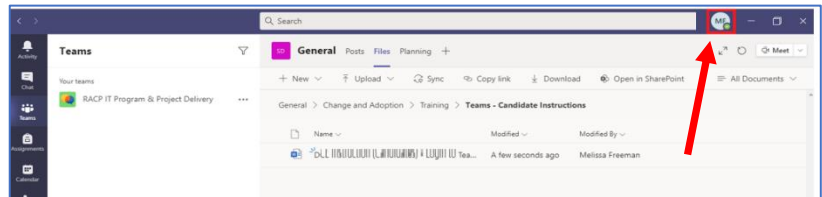
Accessing the meeting **via the installed Teams App**

Follow these steps before clicking on or typing in the Teams Meeting link.

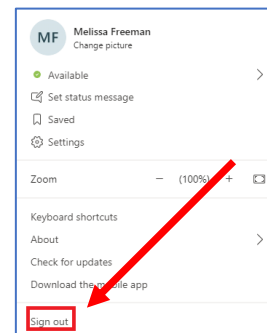
1. Login to the computer and open the Teams app



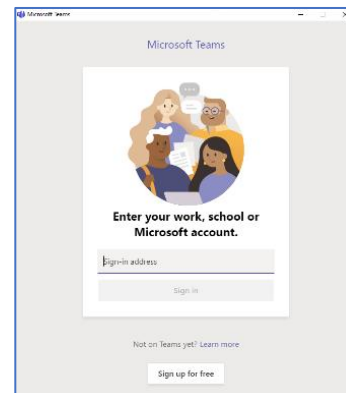
2. Click your initials in the top right corner



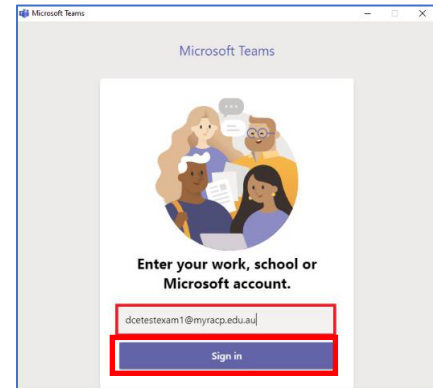
3. Click **Sign out**



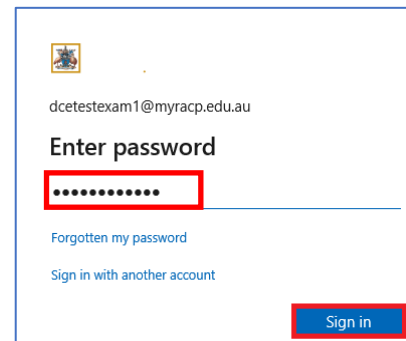
4. This window should automatically appear:
If it doesn't, re-open Teams (step 1)



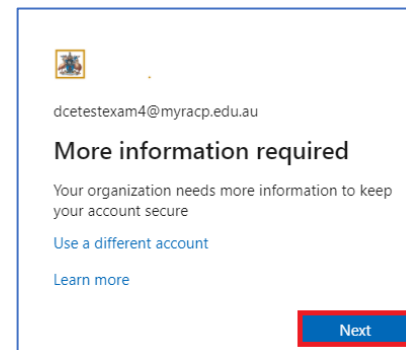
5. Enter your MyRACP username (e.g. ab12345@myracp.edu.au)
6. Click **Sign in**



7. Enter your MyRACP password
8. Click **Sign in**

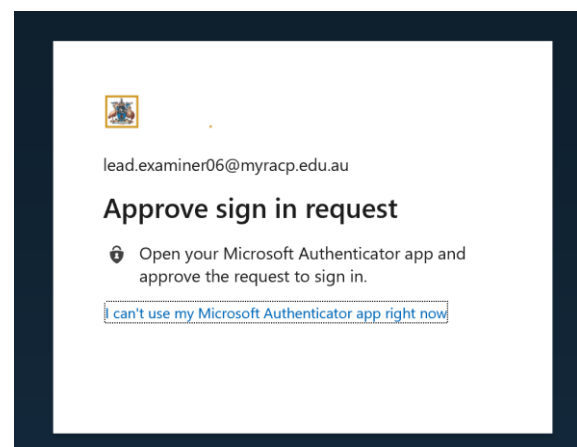


9. You may see a window stating More information required. Click **Next**



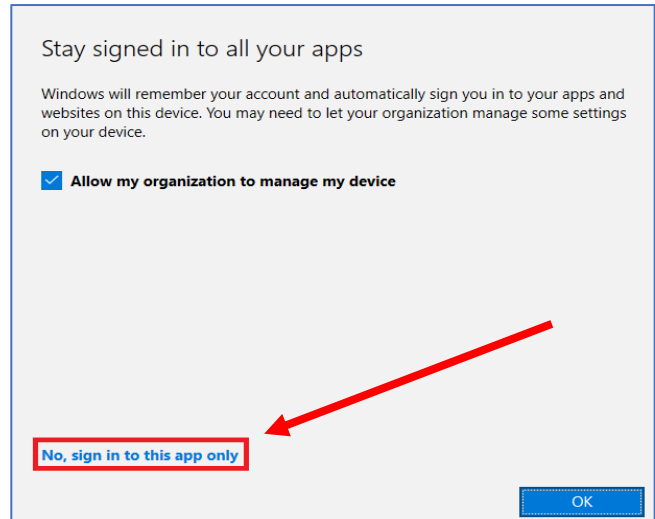
18. You may be prompted to **Approve sign in request**, as is the case for DSS.

Approve the access using your Multifactor Authenticator app.

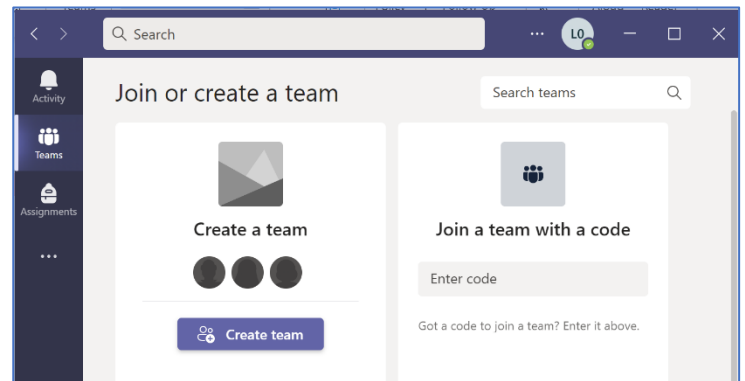


10. The 'Stay signed in to all your apps' window appears.

Click **No, sign in to this app only**

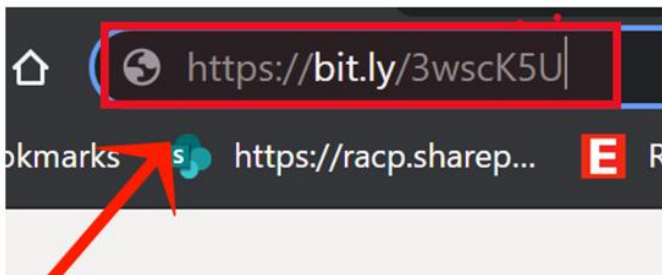


11. You are now logged into Teams.



Accessing the Meeting:

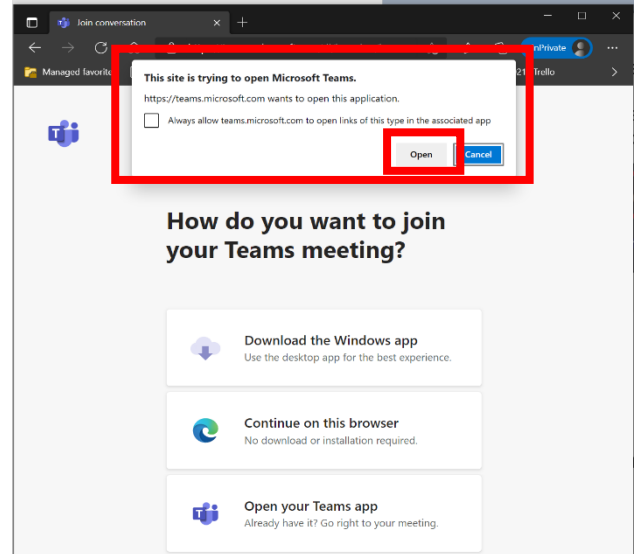
12. Type in the meeting link into your Web browser URL bar or click on the Long Link/shortened Link on the PEFF if you have an electronic copy of the PEFF.



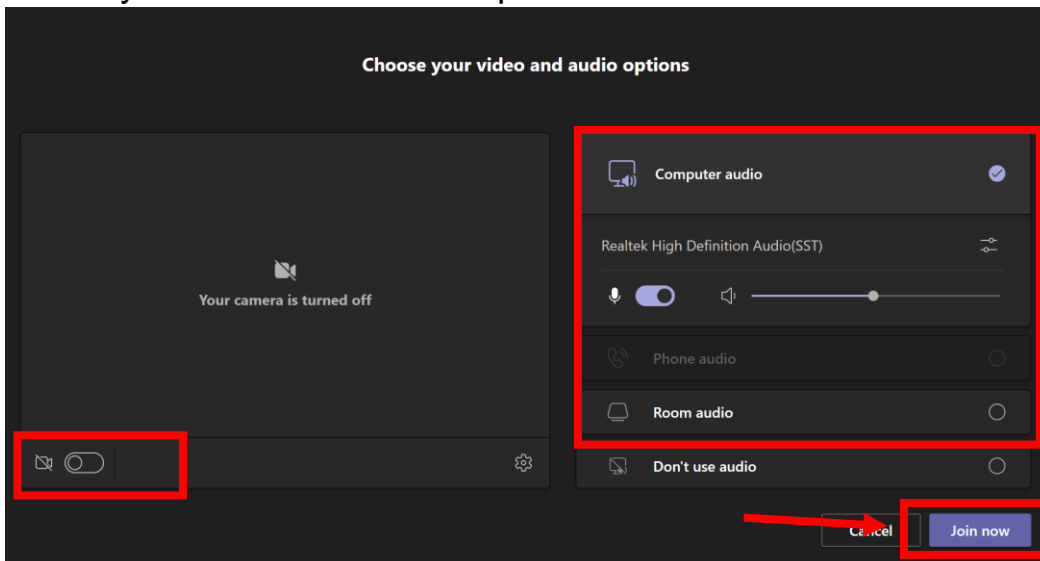
Note: If you have a printed copy of the PEFF, please type in the shortened meeting link into the web browser URL bar.

13. You may be asked how you want to join the meeting.
If the pop-up box displays stating 'This site is trying to open Microsoft Teams', select **Open**.

This will open the meeting in your Teams app.

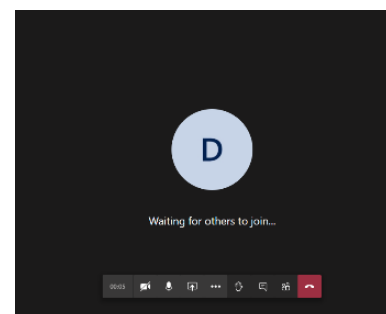


14. Select your audio and video options and click **Join Now**



Congratulations! You have now joined the meeting.

If you are the first person to join, you will see this:





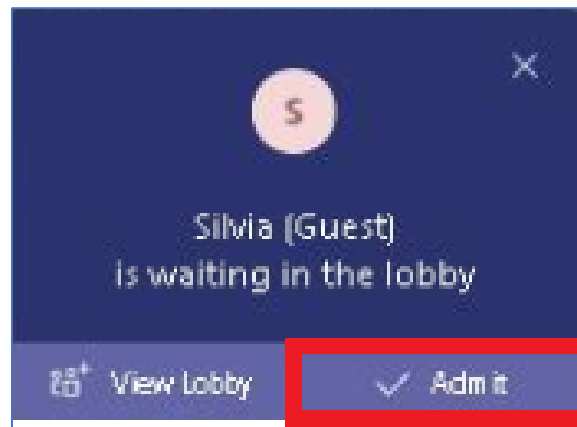
Lobby Function to admit participants into meetings:

Examiners - You will need to admit the patient into the respective meetings from the 'Lobby'.

To admit participants:

You will see a pop-up window advising you when the Patient is trying to join.

Click **Admit** button to allow them into the meeting.



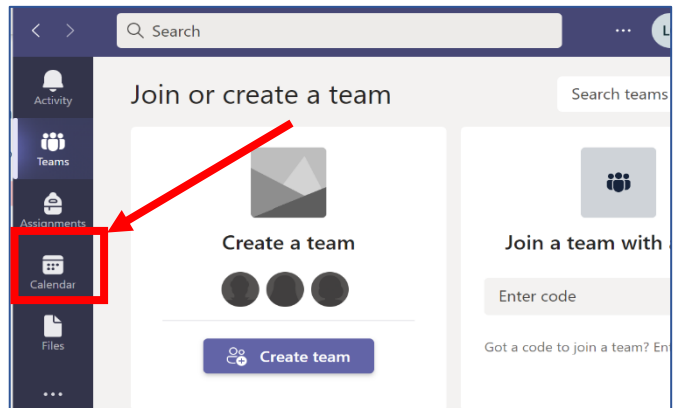
Microsoft Teams

Using **Meet Now** for instant/ad hoc meetings

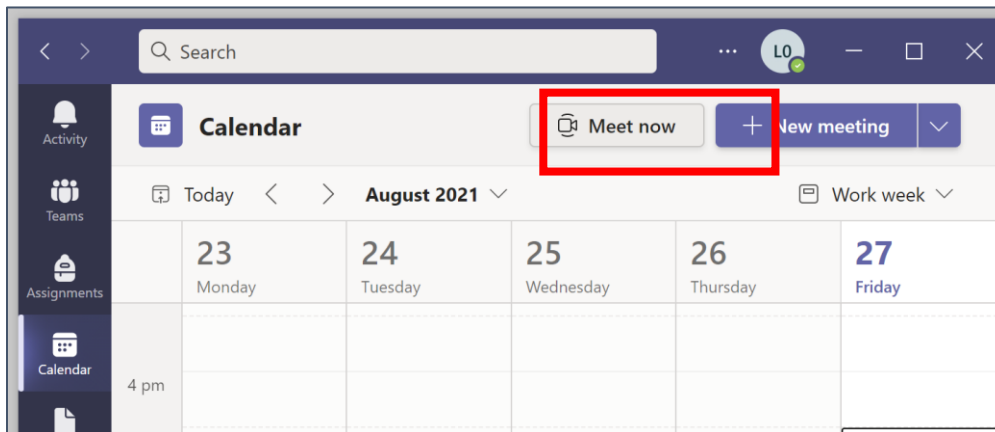
After you finish your Patient/Examiner or Candidate/Examiner meetings, create an ad hoc meeting for your Case Summary preparation and then candidate marking. All participants must be logged into Teams.

See a demo here: <https://youtu.be/AklqrnVLxgk>

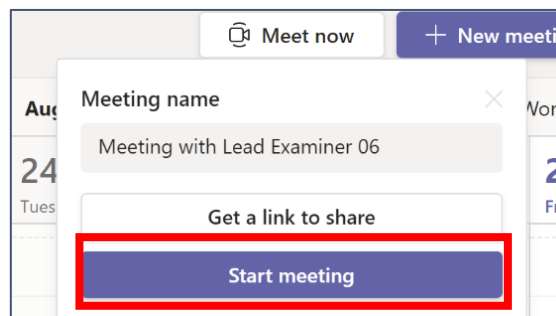
1. Click the **Calendar** icon in the vertical menu on the left.



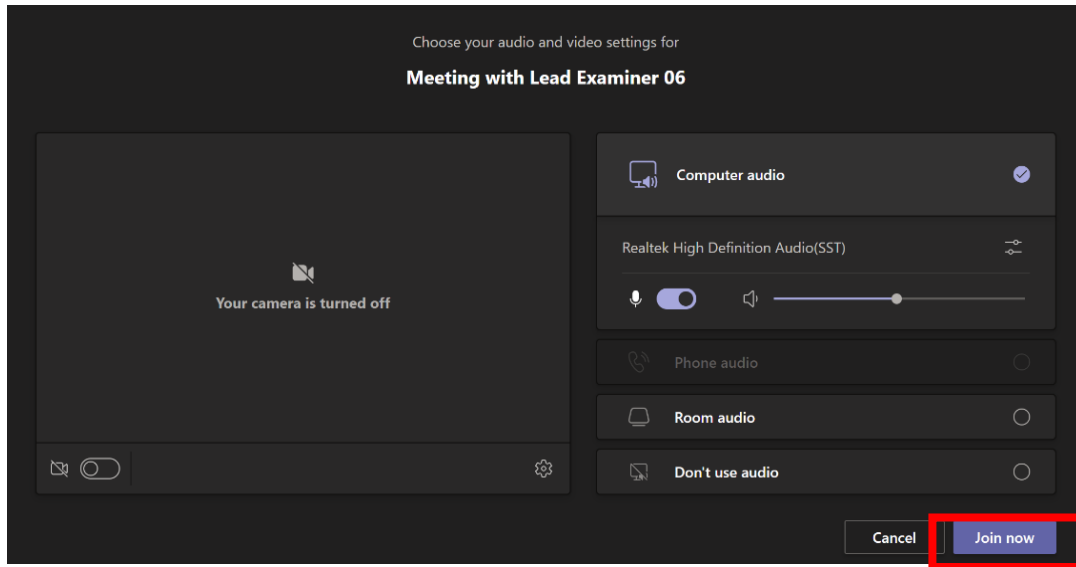
2. Click **Meet now**



3. Select **Start meeting**



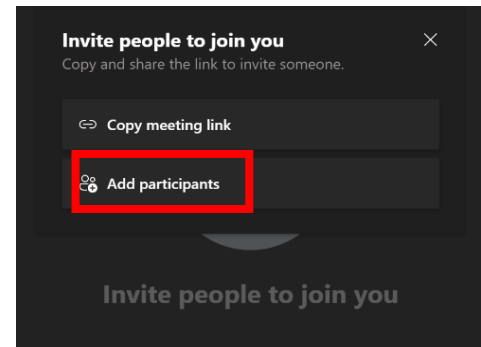
4. Adjust your audio and video settings if needed and click **Join now**



5. The **Invite people to join you** window displays

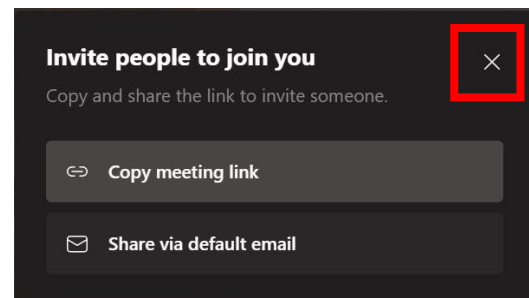
Options:

a) If this window gives you the option, click on **Add participants** and go to Step 6

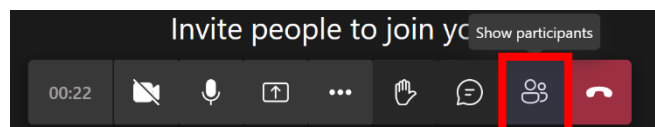


b) If this option is not available, you can click **Copy meeting link** and paste the link into your email to send to your co-examiners

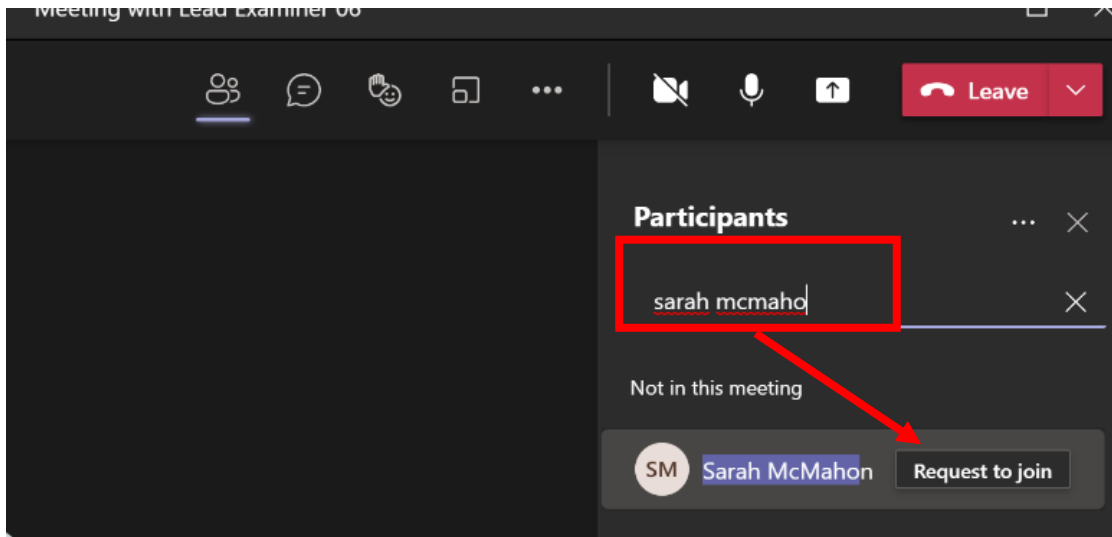
Or



Click the **X** in the top corner of the window and on the floating tool bar, select the **Show Participants** button and go to Step 6

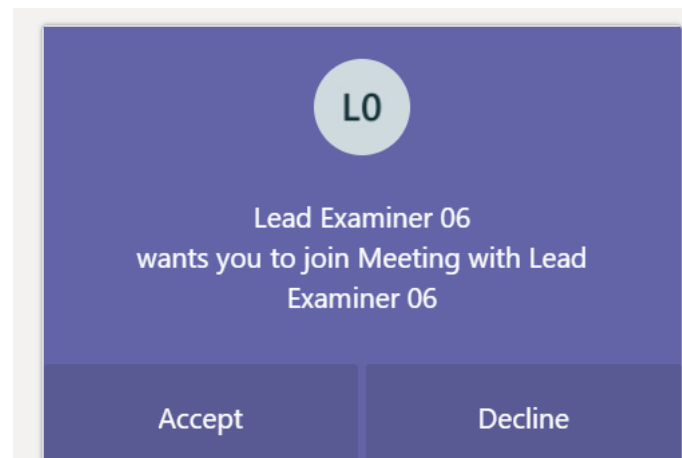


6. Search for the other examiners by first, surname or full name
7. Click on their name and select **Request to Join**



The other examiners will get a pop-up in their Teams sessions that they are being asked to join a meeting.

Click **Accept** to join the meeting.





Accessing the teleconference

In the event of needing to revert to teleconference please follow the below instructions. TC should only be used if you have been able to initially establish a video link with the patient but then experienced audio or other network issues.

ALL participants will need to move to using TC for audio.

HIGH IMPORTANCE: If using teleconference for the patient interview, when you have finished interviewing the patient you must hang up from the teleconference and contact the other examiner separately, as the teleconference number may then be used by the candidate and patient at this point in time.

Step 1

You will receive a 12-digit host and guest passcode on the printed copy of the Physical Examination Findings Form (PEFF) handed to you in the exam room.

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 anyone 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 to hear the name recording of everyone currently on the call.

Issues with the teleconference

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.



Time zones

Use the table for your state/territory below to see the local time zones for your interactions. See page 23 for timings FROM 3 October.

Applicable to 2 October 2021.

Examiner interactions in **Bold**.

Interaction	Hosting State	Examiner Location		
	NSW / VIC / ACT / TAS / QLD	WA	SA	NT
Meet & Greet / Examiner & Patient	07:50	5:50	7:20	7:20
Candidate & Patient - 1st	08:50	6:50	8:20	8:20
(AM) Examiner & Candidate - 1st	10:00	8:00	9:30	9:30
Candidate & Patient - 2nd	10:55	8:55	10:35	10:35
Examiner & Candidate - 2nd	12:05	10:05	11:35	11:35
Examiner Meet & Greet (if changing)	13:05	11:05	12:35	12:35
Examiner & Patient	13:15	11:15	12:45	12:45
(PM) Candidate & Patient - 1st	14:05	12:05	13:35	13:35
Examiner & Candidate - 1st	15:15	13:15	14:45	14:45
Candidate & Patient - 2nd	16:10	14:10	15:40	15:40
Examiner & Candidate - 2nd	17:20	15:20	16:50	16:40

Interaction	Hosting State	Examiner Location		
	WA	VIC / NSW / ACT TAS / QLD	SA	NT
Meet & Greet / Examiner & Patient	07:50	9:50	9:20	9:20
Candidate & Patient - 1st	08:50	10:50	10:20	10:20
(AM) Examiner & Candidate - 1st	10:00	12:00	11:30	11:30
Candidate & Patient - 2nd	10:55	12:55	12:25	12:25
Examiner & Candidate - 2nd	12:05	14:05	13:35	13:35
Examiner Meet & Greet (if changing)	13:05	15:05	14:35	14:35
Examiner & Patient	13:15	15:15	14:45	14:45
(PM) Candidate & Patient - 1st	14:05	16:05	15:35	15:35
Examiner & Candidate - 1st	15:15	17:15	16:45	16:45
Candidate & Patient - 2nd	16:10	18:10	17:40	17:40
Examiner & Candidate - 2nd	17:20	19:20	18:50	18:50



Applicable to 2 October 2021.

Examiner interactions in **Bold**.

Interaction	Hosting State	Examiner Location	
	SA / NT	VIC / NSW / ACT / TAS / QLD	WA
Meet & Greet / Examiner & Patient	07:50	8:20	6:20
Candidate & Patient - 1st	08:50	9:20	7:20
(AM) Examiner & Candidate - 1st	10:00	10:30	8:30
Candidate & Patient - 2nd	10:55	11:25	9:25
Examiner & Candidate - 2nd	12:05	12:35	10:35
Examiner Meet & Greet (if changing)	13:05	13:35	11:35
Examiner & Patient	13:15	13:45	11:45
(PM) Candidate & Patient - 1st	14:05	14:35	12:35
Examiner & Candidate - 1st	15:15	15:45	13:45
Candidate & Patient - 2nd	16:10	16:40	12:40
Examiner & Candidate - 2nd	17:20	17:50	15:50

Time Zones

Applicable FROM 3 October 2021.

Examiner interactions in **Bold**.

Interaction	Hosting State NSW / VIC / ACT / TAS	Examiner Location			
		QLD	WA	SA	NT
Meet & Greet / Examiner & Patient	07:50	6:50	4:50	7:20	6:20
Candidate & Patient - 1st	08:50	7:50	5:50	8:20	7:20
(AM) Examiner & Candidate - 1st	10:00	9:00	7:00	9:30	8:30
Candidate & Patient - 2nd	10:55	9:55	7:55	10:35	9:35
Examiner & Candidate - 2nd	12:05	11:05	9:05	11:35	10:35
Examiner Meet & Greet (if changing)	13:05	12:05	10:05	12:35	11:35
Examiner & Patient	13:15	12:15	10:15	12:45	11:45
Candidate & Patient - 1st	14:05	13:05	11:05	13:35	12:35
(PM) Examiner & Candidate - 1st	15:15	14:15	12:15	14:45	13:45
Candidate & Patient - 2nd	16:10	15:10	13:10	15:40	14:40
Examiner & Candidate - 2nd	17:20	16:20	14:20	16:50	15:40

Interaction	Hosting State QLD	Examiner Location			
		VIC / NSW ACT / TAS	WA	SA	NT
Meet & Greet / Examiner & Patient	07:50	8:50	5:50	8:20	7:20
Candidate & Patient - 1st	08:50	9:50	6:50	9:20	8:20
(AM) Examiner & Candidate - 1st	10:00	11:00	8:00	10:30	9:30
Candidate & Patient - 2nd	10:55	11:55	8:55	11:25	10:25
Examiner & Candidate - 2nd	12:05	13:05	10:05	12:35	11:35
Examiner Meet & Greet (if changing)	13:05	14:05	11:05	13:35	12:35
Examiner & Patient	13:15	14:15	11:15	13:45	12:45
Candidate & Patient - 1st	14:05	15:05	12:05	14:35	13:35
(PM) Examiner & Candidate - 1st	15:15	16:15	13:15	16:00	14:45
Candidate & Patient - 2nd	16:10	17:10	14:10	16:40	15:40
Examiner & Candidate - 2nd	17:20	18:20	15:20	17:50	16:50

Applicable FROM 3 October 2021.

Examiner interactions in **Bold**.

Interaction	Hosting State NT	Examiner Location			
		VIC / NSW ACT / TAS	QLD	WA	SA
Meet & Greet / Examiner & Patient	07:50	9:20	8:20	6:20	8:50
Candidate & Patient - 1st	08:50	10:20	9:20	7:20	9:50
(AM) Examiner & Candidate - 1st	10:00	11:30	10:30	8:30	11:00
Candidate & Patient - 2nd	10:55	12:25	11:25	9:35	11:55
Examiner & Candidate - 2nd	12:05	13:35	12:35	10:35	13:05
Examiner Meet & Greet (if changing)	13:05	14:35	13:35	11:35	14:05
Examiner & Patient	13:15	14:45	13:45	11:45	14:15
Candidate & Patient - 1st	14:05	15:35	14:35	12:35	15:05
(PM) Examiner & Candidate - 1st	15:15	16:45	15:45	13:45	16:15
Candidate & Patient - 2nd	16:10	17:40	16:40	14:40	17:10
Examiner & Candidate - 2nd	17:20	18:50	17:50	15:40	18:20