



LEARNER INSTRUCTIONS

STEP ONE - BOOK YOUR SP SESSION

- **Register** using your email so we know where to send the session confirmation, scorecard, and session recording.
- **Enable SMS:** SP Visits require confirmation, and via text is the quickest method. Aside from confirmation and session reminders, we will not text you for anything else, ever.
- **Choose your Availability:** Select two days and times that work for you. Mornings, evenings, and weekends available! SPs will accept in timely manner, and you will be notified.
- **Confirmation:** You will receive an email & text message to confirm your session. If you do not confirm your session by 21 hours before the scheduled time, it will be **cancelled**.
- **Reschedules & Cancellations:** Do not reschedule or cancel your session unless in case of an emergency.

STEP TWO – JOIN YOUR SP SESSION

- **Pre-Visit:** You must be on camera to complete your session. Make sure you are in a private space with sufficient lighting.
- **Review Learner Scenario:** Follow the link we email or text you. Your homepage will contain your patient background info & session objectives.
- **Count Down:** In the upper right-hand corner, starting at 20 mins, there will be a timer counting down to your scheduled session time.
- **Join Visit:** The “Join Visit” button will appear exactly at the scheduled time. If it doesn’t, refresh your page. Click, “Join Visit”, and Zoom will open – your patient will be waiting!

STEP THREE – PARTICIPATE IN YOUR REMOTE SP SESSION

- **Role-play:** You will speak to the SP, just like you would a real patient. They will remain in character the entire time.
- **Verbal Feedback:** Directly following the role-play, you will have the opportunity to receive actionable feedback on your communication skills, and re-practice moments.

STEP FOUR – RECEIVE RECORDING & SCORECARD

- **Recording:** You'll be able to review your session in your own time.
- **Scorecard Results:** You will receive scorecard completed by the SP.

STEP FIVE – FILL OUT PARTICIPANT FEEDBACK FORM

- **Participant Feedback Form:** Your feedback is important to us! Please complete the feedback form that will be emailed to you after your session.

Need assistance? Email us directly at support@sp-ed.com