Office of Clinical Education

Student Manual

Updated 2020, September

Office of Clinical Education (OCE)

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INTRODUCTION TO THE OFFICE OF CLINICAL EDUCATION

What is the Office of Clinical Education (OCE)?

OCE serves as a centralized clearinghouse for all advanced practice provider (APP) students (i.e., NPs, PAs, SRNAs, AAs, etc.) enrolled with IU Health's partner schools. APP students looking to find clinical preceptors at IU Health, whether IU Health employed or not, will need to go through OCE.

Why does OCE exist?

In 2014, IU Health Executive Leadership recognized the need for a single, centralized Office of Clinical Education to provide the capacity to meet the demand for clinical experiences, track and coordinate the numerous learners coming into our system, and to better understand where advanced provider students are training. (Source: IU Health Strategic Planning, Providing Opportunities for Learner in the IU Health System, Team SBAR April 2014)

Who can use OCE's services?

NP and PA students seeking clinical experiences at IU Health. Physicians, NPs and PAs who are interested in becoming preceptors for APP students.

What do APP student applicants need to know?

There are set application deadlines available on OCE's website *https://iuhealthcpe.org/OCE/*. First, students need to register on OCE's website/database and create an account. Second, students should complete a student profile as the information provided will be shared or can be viewed by potential preceptors during the student selection period. Third, students need to apply for every clinical experiences they need each and every semester until they graduate or are no longer looking to be precepted by an IU Health provider.

What else do students need to know?

Preceptor solicitations (cold-calls, emails, in-person approaches, office canvassing) is not allowed before, during or after the preceptor matching process. Students wanting clinical experiences at IU Health should go through OCE's process.

What is OCE's contact information?

Visit our website at *https://iuhealthcpe.org/OCE* for more information about the APP student application process. You may reach us via email at *OCE@iuhealth.org* with inquiries regarding the program or call our office at 317.962.5048. Emails are preferred. Team members may also go to *https://team.myiuhealth.org/* and enter "OCE" in the search bar to find a link to OCE's webpage.

What kind of information should the APP student include in their email?

Include the following information: school, program type, start and end dates of your clinical rotation.

How do I know if my school has an existing Affiliation Agreement with IU Health?

Team members thinking of going back to school for an APP role can go to *https://iuhealth.org/professional-education/educational-affiliation* or contact OCE for this information.

Registration Process

1. Visit *https://iuhealthcpe.org/OCE*.
2. Sign up as a new user with your IU Health- *or* School-issued email address. Students will be limited to only one primary email for communications with OCE. Automated emails will be sent to the one email provided and will come from the Center for Physician Education (CPE).
3. The activation email is automated and will be sent to your primary email. It may take 1-2 business days for your activation email to be processed. Follow the instructions on the activation email to complete your registration.
4. Select the *Advanced Provider Student* role to get the correct list of required modules. Click "Next" and complete all the required fields.
5. Complete all fields of the "Personal Information" page. You may select your preferred region for the clinical site through drag-and-drop to rank your order of preference. Be advised that due to the number of clinical requests for a specific region, you may not necessarily end up with your regional first choice.

Applying for a Preceptor Match

- Students can apply to be matched with an IU Health clinical preceptor during the dates indicated on OCE's website. Do not wait till the last minute (i.e., the last day of open application) especially if it is your first time applying to avoid missing the deadline due to "technical difficulties".

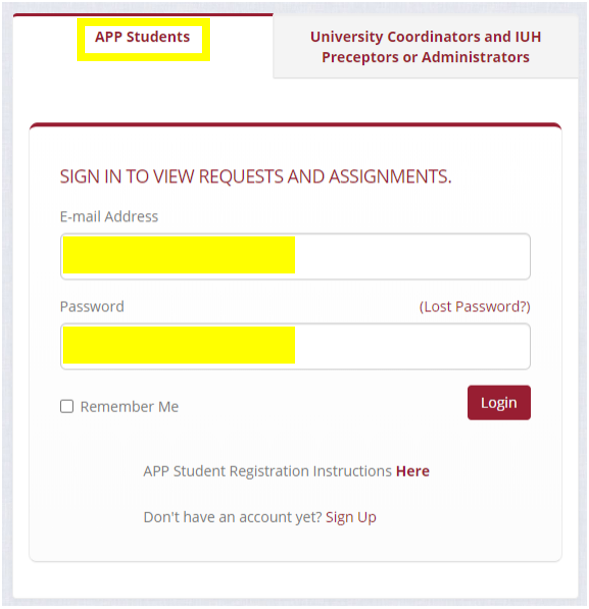
1. Semester Breakdown	2. Students Apply	3. Preceptors Select Students	4. Students are Notified
Summer (May-Jul start dates)	Dec 1 - Feb 1	Feb 1 - Mar 1	March 15
Fall (Aug-Dec start dates)	Mar 1 - Apr 1	Apr 1 - May 1	May 15
Spring (Jan-Apr start dates)	July 1 - Sep 1	Sep 1 - Oct 1	Oct 15

- Students must register within the timeframes provided. Once the application period ends, students will not be able to enter an application for the upcoming semester and must email OCE. Students who apply late will be waitlisted.
- Students will be notified of their preceptorship status (matched or declined) on the dates indicated by the 4th column. The email notification will come from the Center for Physician Education rather than OCE. Check your *Junk Email* folder first if you cannot find it.
- Completing an application with OCE does not guarantee placement with an IU Health provider due to the number of applicants.
- Notify *OCE@iuhealth.org* immediately to withdraw an application.

Registration Process Step-by-Step

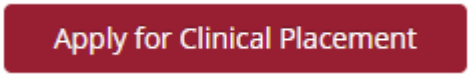
1. Visit *https://iuhealthcpe.org/OCE*.





2. Sign up as a new user with either your IU Health or School's email address. Automated emails, like the activation email, will be sent to this email address and will come from the Center for Physician Education (CPE). It may take 1-2 business days to receive the activation email.
3. Select the role of *Advanced Provider Student* and complete all the fields of the form by clicking **Next**.
4. Follow the instructions from the activation email to complete your account.
5. Complete all fields of the Personal Information page. You may select your preferred region for the clinical site through **Drag and Drop** to rank your order of preference. Be advised that due to the number of clinical requests for a specific region, you may not necessarily end up with your regional first choice.

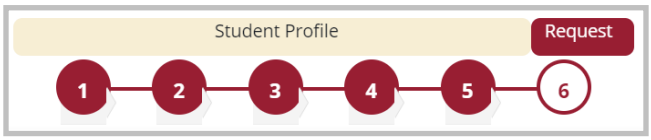
Application Process



1. Once an account has been created, you can log into *https://iuhealthcpe.org/OCE* and click on "Apply for Clinical Placement" in order to start the process of filling out an application for the upcoming semester.
2. Complete the "Student Profile" questions. Click "next" at the bottom of the page to move forward.



3. There is a visual cue to let you know where you are in the application process.



4. If a previous clinical preceptor has agreed to precept you for another semester, you may download a copy of the Preceptor Confirmation Form. If you have a completed and signed Form, you may upload the document here or email it to *OCE@iuhealth.org*.



5. After completing an application, be sure to click "Save Clinical Application" before you leave the site or enter another application.



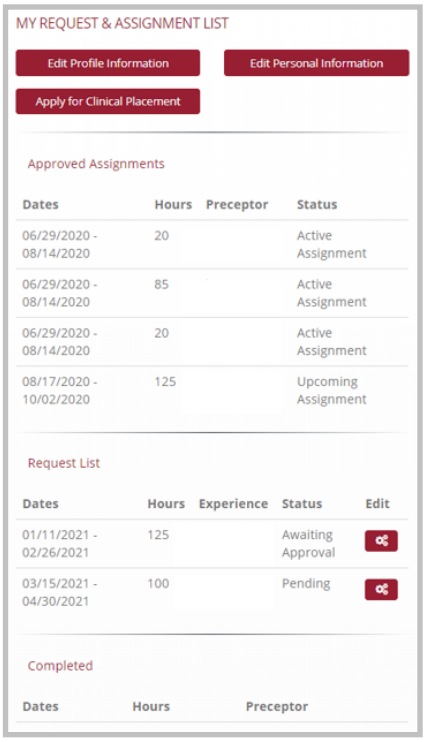
****Students are limited to only 5 clinical applications per semester, so prioritize your requests.****

REVIEWING & UPDATING INFORMATION & CLINICAL REQUESTS

Reviewing your application

MY REQUEST & ASSIGNMENT LIST

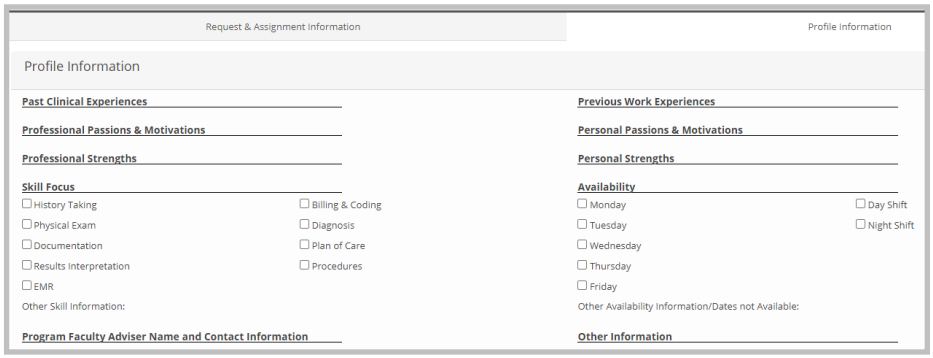
Reviewing your clinical application is as simple as logging in to OCE's database. Look for "MY REQUEST & ASSIGNMENT LIST" to view the status of the activities you have entered in OCE's database. After applying, check this area to make sure your application was properly saved.



Updating your Student Profile

Edit Profile Information

Your "Student Profile" information will include the categories listed on the screenshot below. This information will be viewable to prospective preceptors or included in the email OCE sends to a preceptor on your behalf. Make yourself stand out from all other applicants.



Updating/Editing your Personal Information

Edit Personal Information

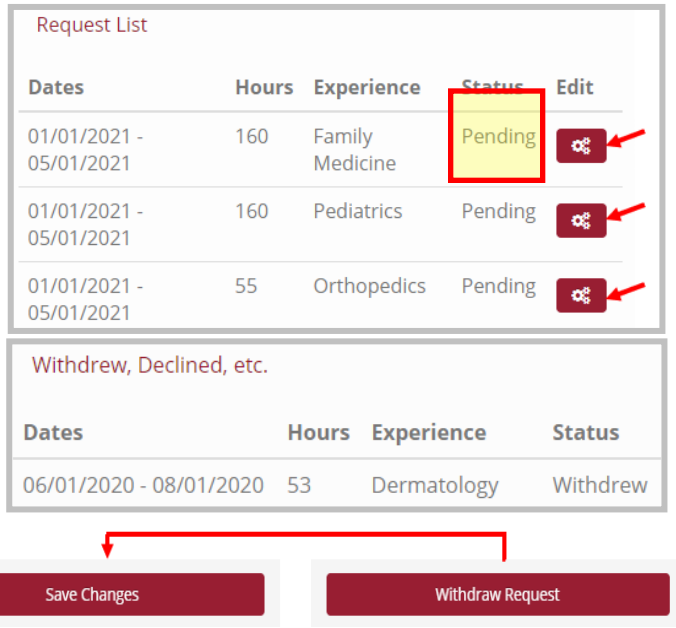
It is good practice to review and update your student profile. Edit to update your student profile information by clicking on "Edit Personal Information" and add completed experiences to your profile.

Withdrawing an Application

MY REQUEST & ASSIGNMENT LIST

Once you are logged into your OCE account, scroll down to the "MY REQUEST & ASSIGNMENT LIST" to view any of the clinical assignments that are currently in "Pending" status. Click on the gear icon that corresponds with the clinical request you want to edit. Click "Withdraw Request" and "Save Changes". The application you have withdrawn will now appear under the "Withdrew, Decline, etc." list.

However, if the status of your application is no longer under the "Pending" area (i.e., in "Active" or "Future"), email *OCE@iuhealth.org* immediately to request the manual withdrawal of that application.



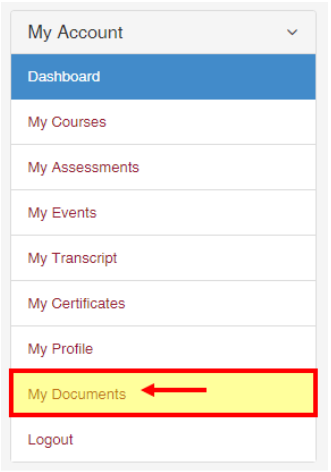
UPLOADING DOCUMENTS TO YOUR STUDENT ACCOUNT

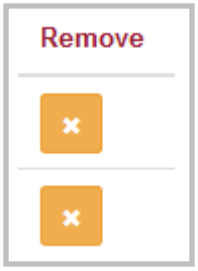
This page will walk you through the process of uploading documents, such as a resume or other materials, you may want to share with a provider. Some preceptors have asked for a copy of the student's resume prior to accepting him or her for preceptorship. Some have even asked to interview the student prior to agreeing to the match. Make yourself stand out from the rest of the student applicants by creating a strong student profile. Think of this portion of your student application as filling out an application for a job. Focus on your strengths in the areas of motivation, clinical experience, work history, and communication skills.

1. Sign into OCE's website: *https://iuhealthcpe.org/OCE*
2. Click on the "Education Portal" at the top of the page:



3. Click to select "My Documents" from the menu on the right side of the page.
4. Click on the "Upload Document" tab. Then click "Browse" to find the file you want to upload from your computer.
5. Find the file you want and then click "Upload Document"
6. In the event that you have uploaded the incorrect document or would like to remove a document, click on "Current Documents" and select the "X" to remove the document.





CSV for STUDENTS NOT EMPLOYEES OF IU HEALTH

Students who are *not* employees of IU Health will be required to provide the following up-to-date information prior to starting a clinical experience:

1. Signed CSV Form (Clinical Student Validation Form) from your school. You may request a copy of a completed and signed document from your school's compliance officer or clinical coordinator.
2. Immunization Records
   - Flu shot
3. American Heart Association BLS card
4. Background check
5. Drug test
6. Proof of personal health insurance (insurance card)

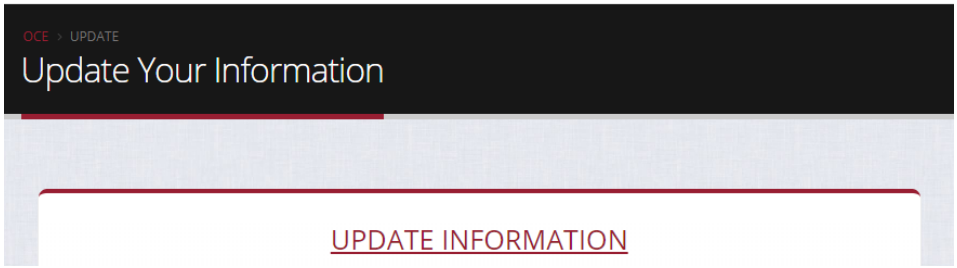


REQUIRED ITEMS TO BE COMPLETED & OCE ANNOUNCEMENTS

Students are required to complete acknowledgement forms and learning modules. These items can be accessed through *OCE's website* by logging in and clicking on the "Education Portal".

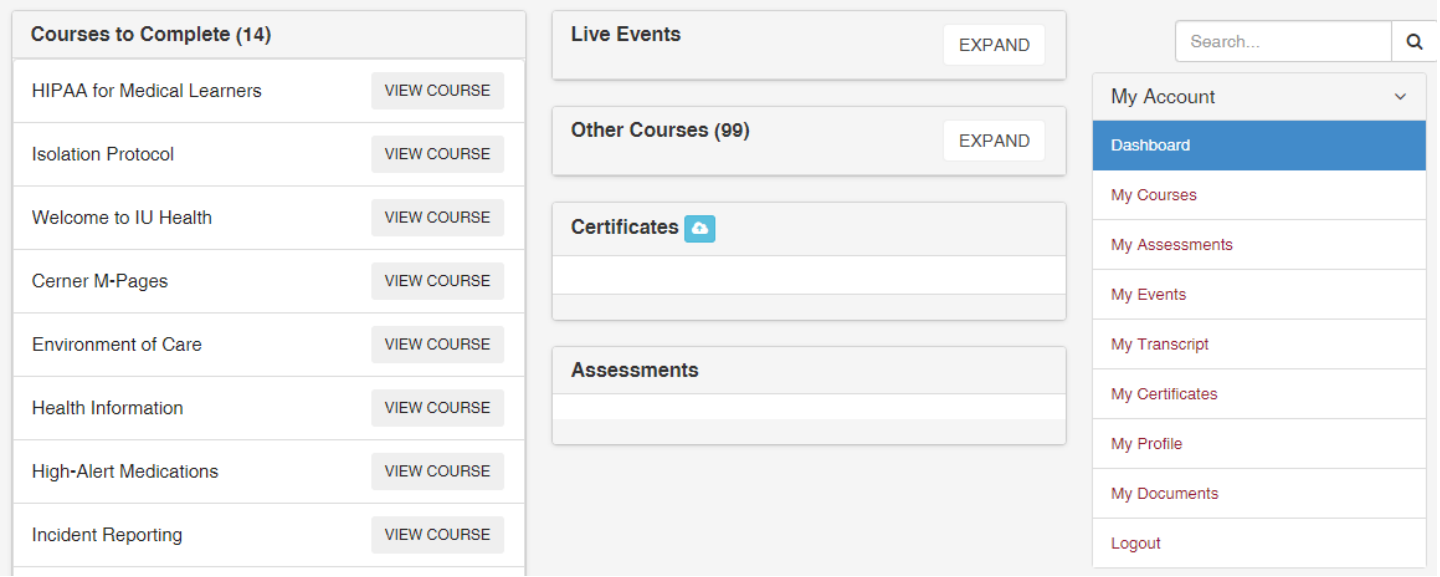


The first page you will see will ask you to "Update Your Information". Edit any information needed, such as your graduation date, or emergency contact information, or whatever is pertinent to update on this page.



When you click to select "Education Portal", you will see a list of "Courses to Complete" on the left side of the page. Students are required to complete a basic package of modules that are tied to the Advanced Provider Student role. Students who go to IU Health North or West Hospitals will be required to complete additional modules. On this page, you may also view documents you have uploaded.

Students, regardless of employment status with IU Health, are required to complete the assigned modules before student-role Cerner access is activated. Below is an example of what you may see on your "Education Portal".



Announcements will also be posted on OCE's website. So, visit OCE's website every now and then for any announcement updates. Below is an example of the announcement during the pandemic.

The OCE, in conjunction with IU Health's Academic Affairs, is allowing students who had an approved/planned summer clinical to resume May 27 as long as the provider and their clinical site has the capacity to receive learners. Resumption of clinical experiences will reside with the preceptor. Notification of fall preceptorships will be on June 29.
Review OCE COVID-19 Guidelines here
Review and Sign the COVID Acknowledgement Here

OCE'S EXPECTATIONS OF APP STUDENTS

1. Students must complete the Responsibility Statement required by IU Health prior to the start of their clinical experiences. Be advised that the timely completion of the Responsibility Statement will be the trigger that IU Health's Human Resource (HR) department will look for to begin processing students. Once HR has completed their process, Identity & Access Management (IdAM or data security) will begin their process of getting students Cerner access. This combined process, which falls outside of OCE's control, could take up to 4 weeks. Students are also required to complete a list of learning modules before OCE can activate the role-based username and password. Students whose preceptors go to IU Health North and/or West Hospitals will be required to complete additional modules specific to those clinical locations. Avoid showing up for clinical without a student-role Cerner username and password. IU Health employees should not use their work-issued username and password for these 2 reasons:
   (1) Cerner access is generated by IU Health's Identity and Access Management (IdAM) to be role-based. Do not get caught (Haystack) accessing patient information outside of the role-view you have been given permission to see;
   (2) You will not have the APP views without the correct permission.
2. Students must wear an IU Health-issued/approved ID badge at all times during clinical.
3. After the match has been made and confirmed, students should contact their clinical preceptor to plan and schedule their clinical. Students should provide the preceptor with their clinical advisor's name, contact information, and any school paperwork pertinent to their learning outcomes before the first day of clinical. Students should also include the name and contact information (email and phone number) of clinical advisors or academic program overseers in OCE's database.
4. Students must be punctual and professional.
5. Students must come prepared with all needed equipment and learning tools (i.e., stethoscopes, laptops if asked to bring one, etc.). Provide your preceptor with your school's learning objectives for the current rotation and a copy of the course syllabus.
6. Professional attire and attention to personal hygiene and grooming are expected. In any clinical site where patient contact is part of the clinical experience, students should wear appropriate lab coats or attire as directed by faculty and/or preceptor.
7. Students should only see patients delegated to them by their preceptor.
8. Students are expected to discuss documentation specifics with the preceptor. If policy permits student documentation on the patient record, the student should sign his/her name and provider relationship.
9. Students are expected to contact clinical adviser and preceptor if any concerns arise during the clinical rotation.
10. Students are expected to read all the information provided to them by OCE as they are intended to aid in navigating through the preceptorship process successfully.
11. **Students should <u>not solicit providers</u> they do not know before, during, or after the OCE preceptor matching process. These solicitations include, but are not limited to: cold-calls, emails, personal approaches, office drop-ins, etc.**

Office of Clinical Education

Trouble Shooting Guide



Trouble Shooting: Calculating Clinical Hours

Students are responsible for calculating the number of clinical hours needed for each application entered on our website. Students whose school semester terms don't closely match OCE semester terms may have to apply for two clinicals in the same OCE semester or may have to split one school term's needed hours across two OCE semester calendar periods. The best way to calculate this is by deciding how many weeks of each school semester term fall into which OCE semester term.

Step 1: Confirm the school term date range then compare to the number of weeks of each term with OCE's Semester Calendar.

Hint: It will help to consult a year-at-a glance calendar of the affected semester(s), so you can mark and/or count weeks.

January

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May

S	M	T	W	Th	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June

S	M	T	W	Th	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July

S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August

S	M	T	W	Th	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

October

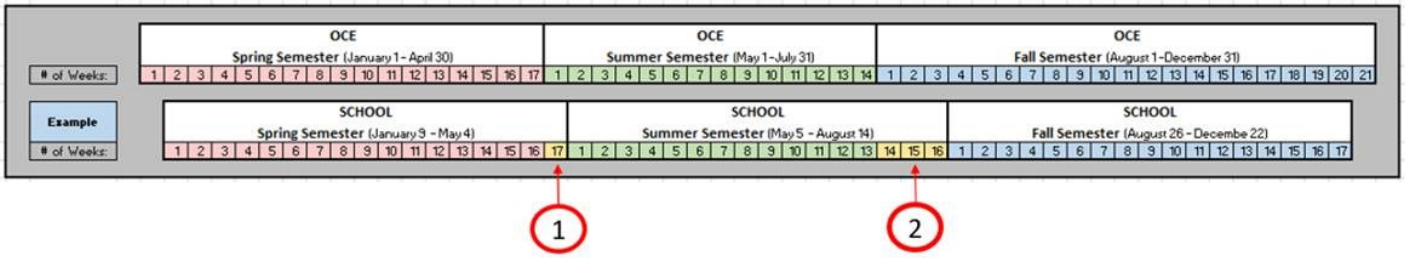
S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November

S	M	T	W	Th	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		



As you can see in the example above, there are two areas where the school semester (or term) doesn't fully fall within (or match) OCE's semester breakdown. These become **decision points** for you before you apply. Below are guiding questions to help you make your decision.

Sample Areas for Decision-Making on Your Part (see circled #1 and #2 above):

Guiding Question 1: ***Can I complete all my needed hours for School's spring semester in 16 weeks, instead of 17 weeks?***

Your decision is "*Yes*". Follow the "**Action plan**" below and just apply for the spring semester within the OCE time frame (end date for your clinical application will be April 30th, not May 4).

Action plan: Enter your application in OCE but do not go past the maximum end date options for the OCE semester (i.e. April 30, July 31 or December 31— depending on which semester you are applying). Calculate the maximum clinical experience hours you need based on the full total number of weeks it will take you to complete this clinical.

Your decision is "*No*". If the time is **no more than two weeks (maximum)** past OCE's maximum set Semester End Dates, follow the "**Action plan**" below. If the time exceeds more than two weeks past OCE's maximum set Semester End Dates, refer the example illustrated by **Guiding Question 2**.

Action plan: After completing your application using the last allowed end date shown for the OCE semester period (i.e. April 30, July 31 or December 31). Then email OCE and ask if our office can manually adjust your Application's End Date. For the spring semester above, you would be asking OCE to adjust the April 30 end date you entered to the May 4th end date.

Note: The website is programmed not to allow students to enter end dates outside the OCE Semester Term. If you try, the system should give you an error message. Many students, thinking they are done, will exit too quickly and miss that the website is warning them the system cannot accept the data the student entered. It will alert you to what fields need to have an "acceptable" input. Carefully review your information and ensure that your application is saved before leaving the site. **Always enter start and end dates on the website within the OCE Semester term limits**. Email OCE if you need our assistance to alter an application date range outside OCE's Semester Term limits.

Example application:

Name	Dates	Experience/Setting/Hours	Pref Region	School & Program
@iuhealth.org Grad Date:12/20/2020 Request ID: 8811	2021/01/03 - 3021/04/30	Family Medicine Primary Care/Outpatient 144 Hours	Central(Metro)	University of Cincinnati Family Nurse Practitioner

Example email sent to OCE:

Reply Reply All Forward

Mon 8/3/2020 11:16 PM

Can you please adjust my spring semester application end date

Office of Clinical Education

Hello OCE,

I am writing to you in regards to my spring semester Family Medicine (= experience type) application, with start date 1-3-2021 and end date currently listed as 4-30-2021. Could you please adjust the end from 4-31-2021 to 5-4-2021. If you have any questions, I can be reached at <enter email address associated with your OCE account> or you can call me at 317-555-5555.

Thank you,

(=student name)
Name of School Here
Name of Program Here

*** Notice all the red text items in sample email above should be included and shall reflect student's individual needs/details.**

Trouble Shooting: Calculating Clinical Hours (continued pt. 3)

Guiding Question 2: ***Can I complete all my needed summer clinical hours within OCE's Summer semester term?*** (Rationale: I will only have 13 weeks to complete all my clinical hours – even though my school's summer term is 16 weeks long)

Your decision is "*Yes*". See the "**Action plan**" below (end date for your clinical application will be July 31st, not August 14).

Action plan: Enter your application in OCE but do not go past the maximum end date options for the OCE semester (i.e. April 30, July 31 or December 31- depending upon which semester you are applying). Calculate the maximum clinical experience hours you need based on the full total number of weeks it will take you to complete this clinical.

Your decision is "*No*". Plan on submitting two applications for different semesters—one for the summer and one for the fall. You will *follow both "***Action plans**" below at the appropriate open application periods. Refer to OCE's perpetual calendar as posted on our website.

Action plan 1: Submit a summer semester application to cover the first 13 weeks of your school's summer term. In the Learning Experience (free text) field on your OCE summer application, explain that this is the first of two consecutive applications and you hope the prospective preceptor will also consider hosting you for the <enter specific number of remaining hours> from August 1 – August 14 <dates based on semester you are applying>

Action plan 2: *Submit a Fall semester application for the three remaining weeks of your school's summer term (Start date August 1 to End date August 14).

In the **Learning Experience** (free text) field on your OCE Fall Application, explain that this is a continuation of your summer semester clinical experience. If you have already discussed this with your summer semester preceptor and they have agreed to continue through to the August 14 end date of this second application, provide a brief explanation of this in the **Learning Experience** field with a similarly phrased sentence, "**My current preceptor**, <Preceptor's first and last name>, **has agreed to precept me**." This alerts OCE to watch for this provider to select you, during the student-preceptor match period.

*Another option is to combine the three remaining weeks of your School's Summer Semester with hours you may need for your School's Fall semester, especially if the clinical specialty you will be applying for is the same type of experience. You may even be able to use the same preceptor if they agree to continue precepting you. In this situation, instead of only having a 3 -week clinical experience for the fall semester, you would actually have a 20-week fall semester application with OCE. If you take this option, see details on how to calculate needed clinical hours in section below with header: **For school calendars where two school terms are aggregated into one OCE semester application**.

Trouble Shooting: Calculating Clinical Hours (continued pt. 4)

Step 2: Calculate how many hours you can do within your application time frame.

Hint: **The Math** will typically be some form of this equation below. The yellow cells are for you to fill in the numeric value.

# of weeks in OCE semester	X	# of clinical hours to be completed each week	=	Total # of Clinical Hours applied for in OCE
	X		=	

For most courses, you will know the number of clinical experience hours you must complete or are limited to (i.e., specialty hours). The tricky part is when you have school semesters (or terms) that must be split in to two OCE semester applications or when you may have two short terms (i.e., some schools have two shortened terms during the summer instead just one summer term). In this case, you may have back-to-back classes in which the required number of clinical hours are for the same type of experience. Below are examples of these two types of semesters:

EXAMPLE 1: School Terms are split into Two OCE Semester Applications.

Based on **Question 2|You decided that you cannot complete all your needed summer clinical hours within OCE's Summer semester term** (above). You have decided to enter two separate clinical experiences. Your clinical advisor has informed you to complete 16 hours of clinicals each week for all 16 weeks of your summer term. Your 16 hours = two (2) 8-hour shifts per week.

Scenario 1: OCE Summer Semester Application (May 5 – July 31) = 13 weeks. See the math table below.

# of weeks in OCE semester	X	# of clinical hours to be completed each week	=	Total # Clinical Hours applied for in OCE
13 weeks	X	16 hours	=	**208 clinical hours**

Scenario 2: OCE Fall Semester Application (August 1 – August 14) = 3 weeks. See the math table below.

# of weeks in OCE semester	X	# of clinical hours to be completed each week	=	Total # of Clinical Hours applied for in OCE
3 weeks	X	16 hours	=	**48 clinical hours**

EXAMPLE 2: School's calendar where two school terms are aggregated/combined into one semester application per OCE's calendar.

In this example, your school has a Fall term from August 26 to November 22, roughly 13 weeks long.

The school also has a Winter Term after Thanksgiving and before Christmas, so from November 26 to December 22, basically 4 weeks.

As you can see, these two terms roughly equal the same number of weeks (16-17 weeks) as in Example 1 above. However, in this situation, the student is needing to complete 2 clinical experiences and possibly in 2 different clinical specialties. If the 2 clinical experiences are intended to be taken in succession and are both "Family Medicine" experiences, you could do both experiences with the same preceptor *if* they are able to cover the number of clinical hours you are needing.

Scenario 1: You can only complete 8 clinical hours the first 4 weeks of the Fall semester (i.e., because you still have simulation lab each week for first 4 weeks).

After the first 4 weeks, you are expected to complete 16 hours per week for the remaining 9 weeks.

Additionally, your school expects you to complete 20 minimum to 24 maximum clinical hours each week.

Trouble Shooting: Calculating Clinical Hours (continued pt. 5)

Step 1 of the Math:

# of weeks in OCE's semester Fall, weeks 1-4	X	# of clinical hours to be completed each week	=	Clinical Hours
4 weeks	X	8 hours	=	32 hours
# of weeks in OCE's semester Fall, weeks 5-13	X	# of clinical hours to be completed each week	=	Clinical Hours
9 weeks	X	16 hours	=	144 hours

Step 2 of the Math: Calculating the Minimum and Maximum for your winter semester

# of weeks in OCE's semester Calculate the Minimum	X	# of clinical hours to be completed each week	=	Clinical Hours
4 weeks	X	20 hours	=	80 hours minimum
# of weeks in OCE's semester Calculate the Maximum	X	# of clinical hours to be completed each week	=	Clinical Hours
4 weeks	X	24 hours	=	96 hours maximum

Step 3 of the Math (to find *minimum* and *maximum* hour RANGEs to be applied for in OCE):

The Minimum hours calculation

Clinical Hours (Fall, Weeks 1-4) (highlighted in green in from Step 1 above)	+	Clinical Hours (Fall, Weeks 5-13) (highlighted in orange from Step 1 above)	+	Clinical Hours (minimum) applied for in OCE (highlighted in blue from Step 2 above)	=	Actual total number of clinical hours to be applied for in OCE
32	+	144	+	80 hours minimum	=	216

The Maximum hours calculation

Clinical Hours (Fall, Weeks 1-4) (highlighted in green from Step 1 above)	+	Clinical Hours (Fall, Weeks 5-13) (highlighted in orange from Step 1 above)	+	Clinical Hours (maximum) applied for in OCE (highlighted in pink from Step 2 above)	=	Actual total number of clinical hours to be applied for in OCE
32	+	144	+	96 hours maximum	=	272

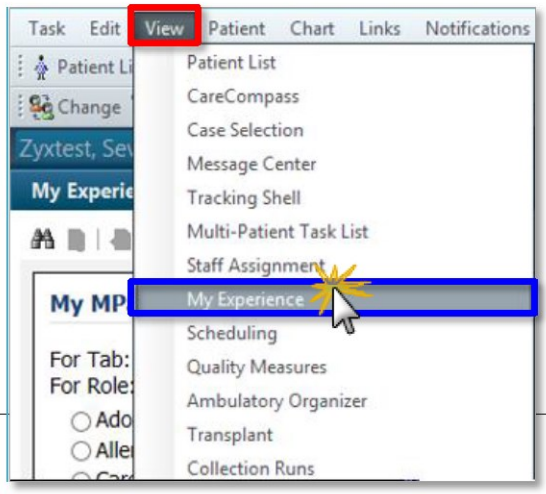
On your application, enter the maximum hours calculation in the Clinical Hours filed, but **take note:**

Including an explanation of the **minimum** and the **maximum range** in the **Learning Experience** field may help you find a preceptor if he or she can provide you with the *minimum* amount but not necessarily the *maximum* amount you need. This may increase your chance of getting a preceptor.

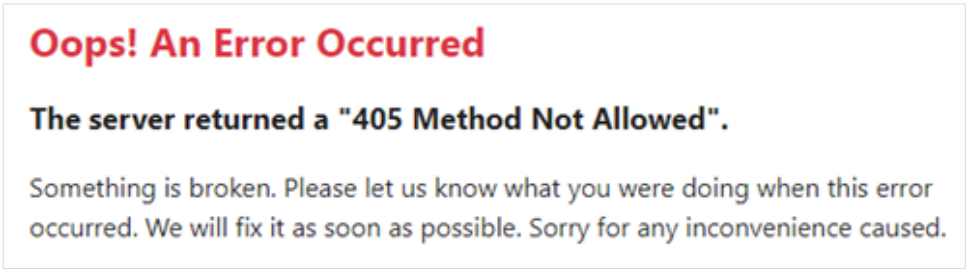
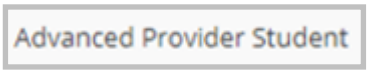
Trouble Shooting: Set My Experience

"I can't see the patients that my preceptor can see in Cerner…"

If you have the correct access: username and password are both active, then you may need to make some set-up changes called "**Set My Experience Position**". You will want to match your preceptor's Cerner settings.

Step	Action
1	Click **View** on the Toolbar. *A dropdown list of options displays.* 
2	Select **My Experience** from dropdown list. *The My Experience window opens.*
3	Click on radio button beside **preferred position** on dropdown list. 
4	Click **Save**. 

Troubleshooting Guide

405 Error message Message appears when there is enough time gap of inactivity before the student completes and submits their request.	
"I did not get any messages from OCE."	Messages, especially automated ones, will only use the email you provided during registration. All automated/autogenerated emails will come from the Center for Physician Education or CPE.
"I completed my requirements but it is not showing up on my records."	Any required items that asks you for your email address (student identifier), will be associated with the email provided during registration. OCE's database only recognizes the one email you were asked to provide.
"I missed the application deadline, what should I do?"	Students who missed the application deadline will be waitlisted. To avoid getting waitlisted, enter OCE's deadlines on your calendar with a reminder or use a countdown app to help you remember. Do not procrastinate, miss the deadline, and risk getting waitlisted.
"I think I have the wrong set of modules…" 	Module package assignment is based on the role and location you have selected when you first registered. If you selected a role other than "Advanced Provider Student" or location other than "OCE" will not link you to the correct list of modules. Other types of students use this shared database. Selecting the correct student role will avoid delays and additional, unnecessary work for you.
"It is already past the notification period but I have not received an email if I have a preceptor or not."	Students will receive notification about whether or not they have a preceptor for the clinicals they have applied for on the dates specified by OCE's calendar for final notification. If you did not receive an email, check the junk folder of the email you entered when you registered. The email will come from the Center for Physician Education or CPE.
"Why did I get declined?"	These are the top 4 reasons students are declined: 1. No provider responded or could accommodate the student's request. Family Medicine/Primary Care, Pediatrics and Women's Health are the most requested. 2. The student did not apply in a timely manner (missed the application deadline) and was waitlisted. 3. There is no existing affiliation with their nursing school and IU Health. Affiliation agreements takes weeks to 2 months to process. 4. The student placed an inaccurate clinical request (e.g., entered inpatient but really wanted outpatient specifically)

Troubleshooting Guide

"I'm on my first day of clinical and I still don't have my Cerner username/ password."

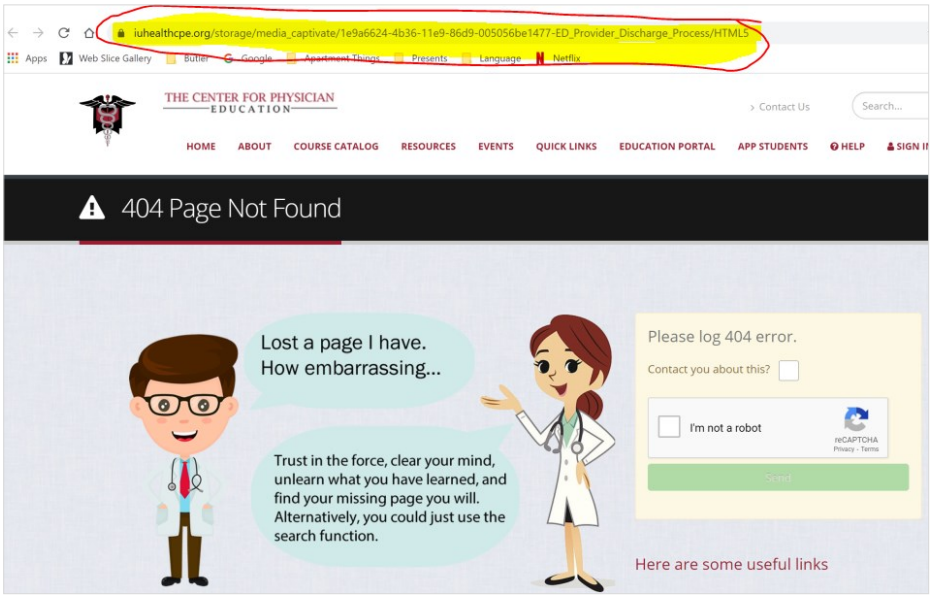
Questions to ask yourself:

1. Did I apply for a clinical on time?
2. Did I complete the required forms?
3. Did I complete the required modules?

If you did not complete these requirements, then you were not given Cerner access. If your planned preceptorship with a provider was reported late or past OCE's notification date, chances are you won't get your Cerner access in time for the start of your planned clinical. Remember, it takes IU Health's HR and IdAM departments about 4 weeks to process your Cerner access. OCE has no control over their timelines.

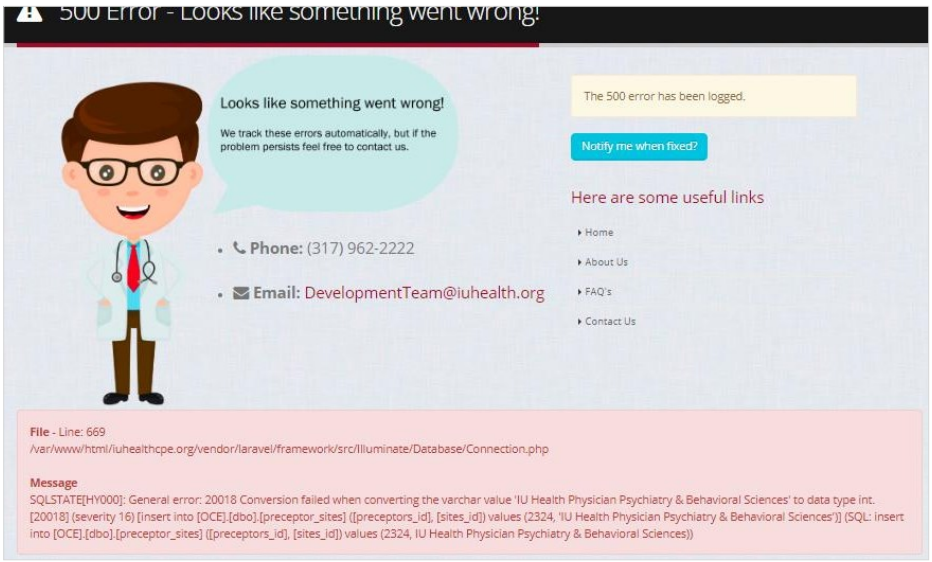
404 Error

Message appears when there is a broken link. It is good practice to take a screenshot of the error message with the URL included.



500 Error

This type of error can be multifactorial. Include a snapshot of the error, an explanation of what you were trying to do and when, along with the "**File**-line" number and "**Message**". Including the URL will also help the Development Team trouble-shoot the issue.



—LAST PAGE—