Frequently Asked Questions

For attending physicians

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Introduction

This document is intended to provide basic support to attending physicians using Verinform*RM*. It is designed to answer questions that may arise when using the system.

Getting Started

**Q: "What is the VerinformRM system?
How does it work, and how do I use it?"**

A: Verinform*RM* is a web-based management system for graduate medical education.

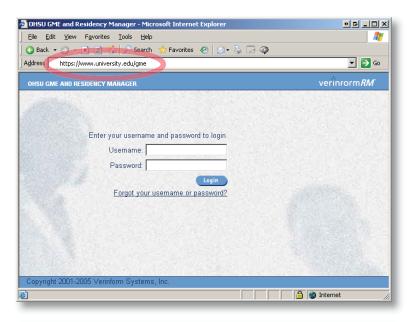You will primarily interact with VerinformRM to complete evaluations.

For some instutitions, VerinformRM is also used to track procedures and patient encounters, record work hours, and complete surveys and questionnaires.
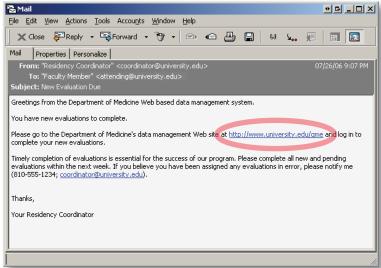
Q: "How do I begin using the system?"

A: Open your web browser and navigate to the URL for the Verinform*RM* system for your institution. Each institution uses a different URL.

If you do not know the URL, please contact your residency coordinator.

Also, check your email - messages from the system (e.g. a welcome messages or reminders) usually include the URL.

Usernames and Passwords

Q: "What's my username?"

A: Please contact your residency coordinator to find out your username. Also, check your email - your username should also have been sent to you by email when your account was created.

Alternatively, follow the steps listed below to have your username emailed to you.
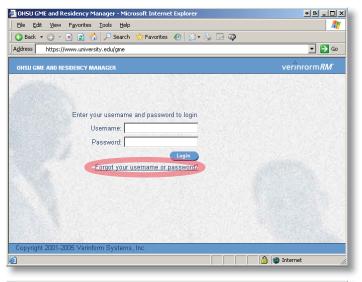
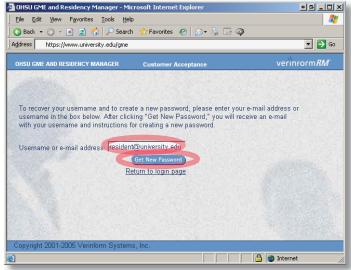**Q: "My password isn't working," or "I don't know what my password is."**

A: Follow these steps to reset your password:

1. Using a web browser, navigate to the VerinformRM login screen.
2. Beneath the "Login" button, click on the text "Forgot your username and password?"
3. Fill in either your VerinformRM username, or your email address.
4. Click "Get New Password."
5. Check your email, and follow the instructions contained within. The message may take several minutes to arrive.
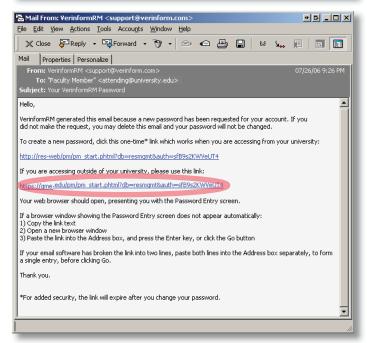
Q: "Why is the system prompting me to change my password?"

A: To provide additional security, VerinformRM requires you to change your password periodically. The purpose of this setting is to limit the damage caused by lost or compromised passwords.

The expiration time period is based on your institution's security policy. If your institution has no policy on this subject, the default setting is to require password resets every six months. To request a change to your institution's policy, please speak with your residency coordinator to find out the appropriate administrative contacts for your institution.
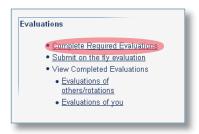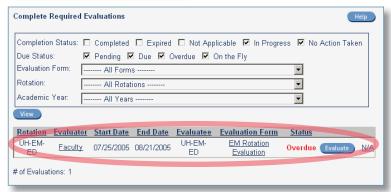
Evaluations

Q: "How do I find the evaluations I need to complete?"

A: VerinformRM will send you an email notifying you whenever you have evaluations to complete, so there's no need to log in to VerinformRM "just to check." These emails contain links to the VerinformRM login screen.

Follow these steps to complete your evaluations.

1. Click on the link provided in the reminder email.

2. Enter your username and password to log in.

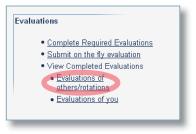3. Click on the "Complete Required Evaluations" link to see a list of pending evaluations.

Q: "How do I see the evaluations that I've previously completed?"

A: Follow these steps to review previously completed evaluations,

1. Log in to VerinformRM

2. Look for the "Evaluations" section.

3. Click on the "Evaluations of others/rotations" link, which is under "View Completed Evaluations."

4. Select the evaluation you wish to view, and click the "View" button for that evaluation.

Please note that these evaluations cannot be edited after they have been submitted. If you have completed an evaluation erroneously, please contact your program coordinator to request that the evaluation be reset to "in progress."
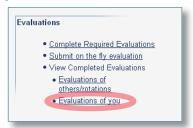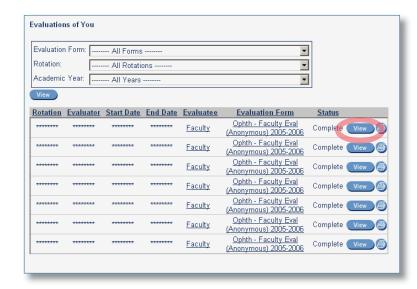
Q: "How do I see evaluations that other people have written about me?"

A: Follow these steps to view evaluations of you:

1. Log in to Verinform*RM*

2. Look for the "Evaluations" section.

3. Click on the "Evaluations of you" link, which is under "View Completed Evaluations."

4. Select the evaluation you wish to view, and click the "View" button for that evaluation.

Note that not all programs allow attending physicians to review evaluations of themselves.

Q: "Who has access to the completed evaluations?"

A: Access policies vary from program to program. Typically, evaluations of attendings by residents can be viewed by the program director, but the program director can not see the identity of the resident. For administrative purposes, program coordinators can often see all identities.

Attending evaluations of residents can typically be seen by the resident, including the identity of the attending. Usually, the resident and attending must both submit evaluations on each other before either one can see the evaluation of themselves.
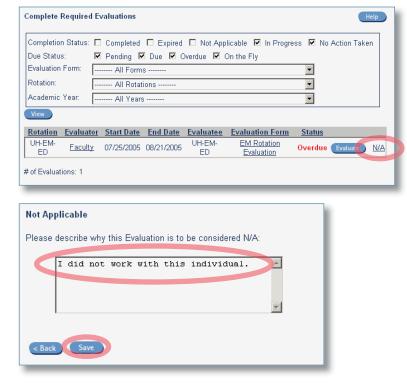
However, settings vary from program to program, and from institution to institution. Check with your program coordinator to find out who can see your completed evaluations.

Q: "I have an evaluation due for someone I didn't work with. What do I do?"

A: Click on the "N/A" button located to the right of the blue "Evaluate" button in the list of pending evaluations.

Clicking on this button indicates that the evaluation does not apply to you and removes it from your list of pending evolutions. You will be prompted to enter an explanation and click the "Save" button.

Q: "I made an error in an evaluation. How do I correct it?"

A: In order to maintain confidentiality and data integrity, evaluations are locked as soon as they are submitted.

If you need to revise an evaluation, contact your program coordinator as soon as possible. Your program coordinator can reset an evaluation to the original "incomplete" status. The evaluation will then appear in your pending evaluations list, and you will be able to make any changes prior to saving it again.

Procedures

Q: "How do I review a procedure that I supervised?"

A: Follow these steps to review procedures:

1. Log in to VerinformRM

2. Locate the "Procedures" section.

3. Click on the "Review Procedures you supervised" link.

4. Select the procedure to review

5. Follow the on-screen instructions from this point.