



# Shadow Health Student Guide

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### What Is the Shadow Health Digital Clinical Experience™ (DCE)?

Shadow Health provides a clinical simulation designed to improve your assessment skills in a safe learning environment. You will examine digital patients throughout the course that are accessible online 24/7.

Our digital clinical experience is free of many of the constraints and interruptions you face in a hospital or clinical setting. This unique simulation experience allows you to conduct in-depth patient examinations and interviews at your own pace. Because the exams are in-depth, these assignments will often take over an hour to complete, so it is important to plan enough time to complete your assignments each week.

### Technical Requirements

- Review the requirements: [DCE Minimum System Specifications](#).
- Tablets and mobile devices are not currently supported.
- To use speech-to-text, you must use Google Chrome as your browser.
- Third-party cookies are required for the courseware to work properly: [Allow Third-Party Cookies in Chrome](#).

### Single Sign-On From Brightspace

You will access your Shadow Health assignments through a special **single sign-on link** in your course. This is the only way to correctly access your Shadow Health assignments.

### Shadow Health Connection

The following steps outline how to access your course in Shadow Health with single sign-on:

1. In your **course**, you will navigate to the Shadow Health module.
2. Click the Shadow Health (external learning tool) link to access your Shadow Health course shell for the current term.



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This area contains information about the learning resource used in this course.

Download

33.33 % 1 of 3 topics complete

**Shadow Health**

External Learning Tool

Please bookmark this link for use throughout the term.

**Purchase and Access for Shadow Health**

Web Page

Updated

Using your learning resource is critical to your success in this course. Please purchase directly through the [SNHU Online Bookstore](#) if you have not done so already. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the IT Service Desk, your advisor, and the instructor can provide you with support if you have problems.

After you have purchased and redeemed your access code, you will be able to log in to Shadow Health. Refer to the [Shadow Health Student Guide](#) for detailed instructions.


**Shadow Health Student Guide**

Link

Use this resource for information on Shadow Health's single sign-on, technical requirements, and support.

3. Accept the terms of service and select the “Bookstore” form of payment:

- Enter the access code you received upon purchase from the [SNHU Online Bookstore](#).


 **Shadow Health**®  
Enter Your Bookstore Access Code

**Patient-Centered Assessment - April '15, NUR 320 (Section: NUR-320-4714)**  
Southern New Hampshire University

Please enter the 4-digit or 8-digit Access Code that you received from your bookstore.

Bookstore Access Code:

**Process Access Code**



Tina Jones  
Digital Standardized Patient

## Shadow Health Support

Technical support is available at the [Shadow Health Help Desk](#). If an issue is not resolved in a timely manner by the Shadow Health support team, please contact the [IT Service Desk](#) for internal escalation.

## Reopening Assignments

Certain assignments will have this setting. If reopening is allowed on an assignment, you will see instructions about reopening when you click on the assignment name in Shadow Health. Additionally, you will see a “Reopen” button



on your Experience Overview results page in the top right corner of your attempt. Lastly, the assignment prompts in Brightspace will state if this feature is available for your assignment. Learn more about the reopen feature from the Shadow Health help desk: [What Does Reopen Mean?](#).

The one-minute “Reopening Video” inside the Shadow Health course describes how to reopen an assignment attempt.

#### Name & Type

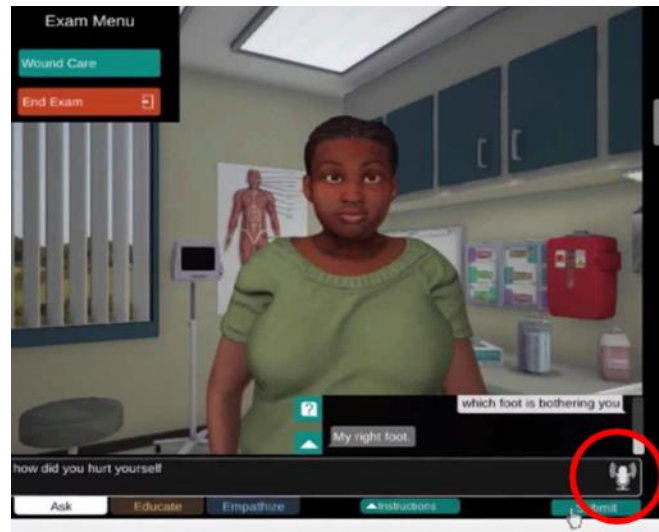
 [Reopening\\_Video.mp4 \(Movie\)](#)

### Flexible Turn-In

Certain assignments will have this setting. The assignment prompts in Brightspace will state if this feature is available for your assignment. This option allows you to make multiple assignment attempts and then select which attempt you would like to turn in as part of your grade, before the due date. Learn more about the flexible turn-in feature from the Shadow Health help desk: [What Does Turn In Do?](#).

### Frequently Asked Questions

- *What if my access code is not working?*  
Please contact the [SNHU online bookstore](#).
- *\*How do I use the “speech-to-text” feature to communicate with Tina?*  
You will need to open Shadow Health in Google Chrome; this is the only browser that can access this feature. Please use this feature in a quiet environment with minimal background noise.
  1. In order to activate, click the microphone icon and speak clearly into your computer’s microphone.
  2. Once you see your speech converted to text in the text box, review it for accuracy and click the **Submit** button to hear Tina respond.
    - a. If your speech did not go in correctly, you can modify it verbally or via typing before hitting **Submit**.
  3. You will need to click the microphone icon (after you submit a question) prior to speaking each new question.



\*Please note that this feature is entirely optional; you may also type questions to Tina.

- *How do I save my work?*

Your conversation with the patient(s) and the tests you perform are saved automatically at the time they are completed and are reflected in your transcript. Any documentation you record in the EHR Tablet will be saved automatically as you interact with the patient.

After the patient exam, you will have several free-response and multiple-choice questions to answer. As you proceed from one part of the activity to the next, a green box showing “Saved” will appear at the bottom right of the screen.

To save your exam plan when working on the comprehensive assessment, you must enter the patient exam and introduce yourself to the patient. **If you close the browser or log out before you see and interact with the patient, the exam plan that you created will not be saved.**

- *What are some time-saving tips?*

Reopening an attempt allows you to resubmit to improve your score prior to the due date (instead of doing a complete second attempt). The one-minute “Reopening Video” will show you how to reopen an assignment attempt.

- *How do I communicate effectively with Tina?*

The three-minute “Patient Conversation Tips” video will show you how to more effectively communicate with Tina. This video is found at the top of your Shadow Health shell.

### Name & Type

 [Reopening\\_Video.mp4 \(Movie\)](#)

 [Patient\\_Conversation\\_Tips.mp4 \(Movie\)](#)

- *How do I maximize the performance of the Digital Clinical Experiences (DCE)?*



Running too many tabs and applications in the background can occasionally be problematic, so limit the number of programs running at the same time. Also, it will be beneficial to plug in your laptop, because the program will drain the battery on some machines.