

SPE: Workflow and Guidelines for Rescheduling Makeups and Retakes.

Primary Goal: Establish a clear, standardized workflow for rescheduling of makeups and retakes for standardized patient exams, ensuring that all changes are handled consistently, efficiently, and transparently.

GENERAL PROCESS OF ALL EXAM TYPES (FORMATIVE & SUMMATIVE)

All communication regarding makeups and retakes should be initiated by Clerkship Directors and Administrators. Learners should not contact the Simulation Department directly regarding the scheduling of their SPEs.

1. The Simulation Department will provide available dates and scheduling options to the Clerkship based on the guidelines outlined below.
2. Clerkship administrators will then communicate these options to the learner.
 - a. Once a consensus is reached between the Clerkship and the learner, the Clerkship will finalize the plan and communicate it to the Simulation Department.

Formative Makeups and Retakes

- 1) Default Protocol:
 - a) **Unscheduled absence:** If a learner is absent from a scheduled SPE without notice, the Simulation Department will contact the Clerkship Administrator immediately with any day of availability to reschedule if feasible. If unavailable, the next options will be considered.
 - b) **Scheduled absence:** When the Clerkship Administrator notifies the Simulation Department of a scheduled learner make up or retake, the Simulation Center will provide available dates and times for the SPE during the current block, if possible.
- 2) If No Availability Matches:
 - a. The Clerkship may provide a comparable, individualized Formative experience based on discussion between the student and the Clerkship Director.
 - b. Formative AND Summative SPE rescheduled to the next or subsequent block.

Summative Makeups and Retakes

- 3) Default Protocol: If a learner misses or needs to retake a Summative SPE, they will be rescheduled with the next available block or a subsequent block.
 - a) **Learner Responsibility:** The learner must contact the Clerkship Administrator for the next or subsequent block during which they are trying to take the make-up SPE to request appropriate time away from the clerkship to take the exam.

MAKEUP DAY OPTIONS

Given the complexity of scheduling across multiple programs, pre-scheduled makeup days during regular clerkship block rotations are generally not feasible. However, two potential pre-scheduled makeup days could be considered:

1. MSIII Winter Break One pre-identified day that does not conflict with the testing make-up day when multiple SPEs could potentially be scheduled. When possible,

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this date will be identified at the start of the academic year and offered by the Simulation Department as a potential available date for makeups and retakes.

2. Conclusion of Clerkship One pre-identified day at the conclusion of the MSIII year.