

 CENTRE FOR ADVANCED MEDICAL SIMULATION	Standardized Patient and Patient Model Booking/Assignment Standard Operating Procedure
	QMR-P-002
Author: Administrative Assistant, Centre for Advanced Medical Simulation (CAMS)	Implementation Date: August 15, 2017
Owner: Director, Centre for Advanced Medical Simulation (CAMS)	Revision Date: August 20, 2025

PURPOSE

To ensure that all staff follow the same process when booking standardized patients and patient models.

SCOPE

This procedure will provide guidance on standardized patients and patient models.

DEFINITIONS

TERM	DEFINITION
Lead Facilitator	A lead facilitator is involved in all steps of a specific simulation activity (including planning, implementation, and delivery). This facilitator coordinates, prepares, and mentors the other facilitators for that activity.
Patient Model (PM)	An individual utilized in simulation that does not have a significant acting role, interaction with students, or require specialized training for their role. Instead, the PM acts more as a substitute for a manikin in simulations where a manikin would be insufficient.
Standardized Patient (SP)	An individual trained to portray a real patient with medical problems or a bystander, allowing students to practice clinical skills on them to further their education.

PROCEDURE

STEP	ACTION	RESPONSIBLE
1	Fill out and submit simulated patient request Form to sim@nait.ca at least 2 weeks before the event.	Lead Facilitator
2	Review and approve request and determine whether a simulated patient or patient model is needed.	Simulation Technologist Team, CAMS administrative assistant, manager (as needed)
3a	For Patient Model bookings: Confirm PM availability with appropriate personnel and book services. If PM is not available, SP will be booked in its place.	CAMS Administrative Assistant

STEP	ACTION	RESPONSIBLE
3b	Standardized Patient Bookings: Complete the U of A Standardized Patient Program online booking request form.	CAMS Administrative Assistant
4	Responds with confirmation of request immediately by automated email. The SP Program will then send a calendar invite including date, time, and booking number to simsp@nait.ca.	SP Program at University of Alberta
5	Provide confirmation of SP names via calendar update.	SP Program at U of A
6	A cancellation notice of 3 days or more must be given to CAMS	Lead facilitator
7	For CAMS to cancel the SP booking, contact SP training at 780.492.0110 or sppgm@ualberta.ca.	CAMS Administrative Assistant
8	Orientation for all participants must be completed prior to the start of a simulation	Lead Facilitator, CAMS Administrative Assistant, U of A Standardized Patient Program

Day of simulation/event

STEP	ACTION	RESPONSIBLE
1	SPs/PMs, will arrive on site at the time requested on the Simulated Patient Request Form. Any additional time required for orientation, preparation, and a pilot/dry run of the scenarios must be included as part of the booking.	SP, PM, and Facilitators, Simulation Technologist
2	Parking/transportation is the SP/PMs responsibility, not that of NAIT.	SP, PM
3	Ensure that the SP/PM have the appropriate attire and/or moulage	Simulation Technologist Team

Post simulation/event

STEP	ACTION	RESPONSIBLE
1	CAMS administrative assistant receives invoice(s) from U of A SP program by email.	CAMS administrative assistant
2	Invoice(s) are verified, entered in to tracking sheet and copies are electronically saved in SharePoint. They are then submitted to the manager/director of CAMS for approval signature.	CAMS Administrative Assistant
3	Invoice approved	Manager/Director
4	Invoice submitted to Accounts Payable for payment.	CAMS Administrative Assistant

Exceptions to the Procedure

Exceptions to this procedure must be documented and formally approved by the Procedure Owner.

Procedure exceptions must include:

- The nature of the exception
- A reasonable explanation for why the procedure exception is required
- Confirmation that the exception aligns with the general principles
- Any risks created by the procedure exception and how they will be managed.

SUPPORTING DOCUMENTS

- U of A SP Online Booking Form
- QMR-S-001 Centre for Advanced Medical Simulation Resource Prioritization
- QMR-P-001 Centre for Advanced Medical Simulation Booking procedure

DOCUMENT HISTORY

DATE	ACTIVITY
October 18, 2016	Initial Draft
June 29, 2017	Steering Committee approval.
July 13, 2017	Changes made to format (to match consistency), Supporting Documents added, Definitions added, and adjustments made to Procedure: • Pre-Simulation: Step 1 to include more specific instructions about Patient Models • Post-Simulation: Steps 1 – 8 to remove portions of the U of A process that are no longer required
August 15, 2017	Added confederate definition and made adjustments to Procedure: • Pre-Simulation: Step 1 forms that Lead Facilitator fills out changed from U of A's SP Booking Form or NAIT's PM Booking Form to NAIT's Simulated Patient and Confederate Request Form. • Pre-Simulation: Step 3b – 10 to include confederate term with standardized patient. Pre-Simulation: Step 3b to include that Simulation Centre staff will receive NAIT's Simulated Patient and Confederate Request Form and transpose required information to the U of A SP Booking Form.
June 13, 2019	Reviewed. No changes required.
November 29, 2023	Reflect changes to the U of A SP program, Reviewed Updated terminology to reflect current staffing model
July 23, 2024	Updates to process to reflect changes. Elimination of content not related to SP (room set up information)
March 25, 2025	Review and update language, updates to SP program based on new timelines needed for cancel/rebook (3 days)
March 28, 2025	Simulation Technologist Team review