Admin User-manual

for cosmetic Clinique's and other professional users of

The Plast-IQ™ Psychological Pre-screening Tool (PPS)

(v1, March 2023)

Contents

Introduction

This user-manual is for cosmetic clinics, cosmetic surgeons and others who have an account with Plast-IQ™ for professional use of the Plast-IQ™ Psychological Pre-Screening tool (the PPS).

The user-manual provides technical instructions for how to use and administrate the PPS.

If you already have an account, you will have been provided with a Username and a Password to log on.

If you do not yet have an account, please contact the Plast-IQ™ team to have your account established, and your Username and Password provided to you. You find contact-details via the Plast-IQ™ homepage: www.plast-iq.net
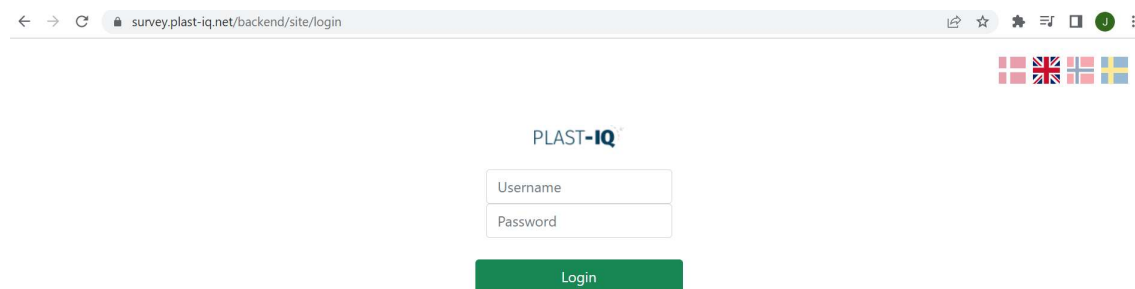
For you as a professional user of the PPS, your main purpose of having an account with Plast-IQ™ is to create, monitor and administrate your end-users of the PPS – i.e.: your customers/patients. This user-manual will guide you on how to do this.

Log-on to your Plast-IQ™ account and Dashboard

First, you go to the admin log-on page on the internet, via any internet browser:

https://survey.plast-iq.net/backend/site/index

There, you will see the following screen:

Here on the log-on page (shown above), you enter the Username and Password that you have been provided with by the Plast-IQ™ team. And then you press "Login".

This will log you on to your own admin account, and you will see the following screen:

This page (here above) is your "start-page" every time you log-on to your account. And it is also your "Dashboard" (overview page), where you always have an overview of all the end-users you have created in the system (your customers/patients).

Create new end-user (your patient/customer)

For you as a professional user of the PPS, one of your main purposes of having an account with Plast-IQ™ is for you to create, monitor and administrate your end-users of PPS – i.e.: your customers/patients.

You do the following to create a new end-user that you want to complete the PPS:

In the "Clinique email"-field at your start-page (see here above), you enter your own e-mail address that you use professionally. And then you press "Create user".

Note: It is important that you here enter your own e-mail address, and NOT the e-mail address of your customer/patient that you are about to create the PPS survey for in the system.

When you have done that, you will see a screen that looks like this (see here below). And simultaneously, an e-mail has automatically been sent to you with the 3 same hyperlinks you now see on your screen.

Hereby, you have now created a new end-user in the system (your patient/customer).

And a unique ID number has now been allocated to such end-user. You see such unique ID number on the screen above, in the line just above the 3 hyperlinks (ID no. 285 in the above example), and again in the bottom of your screen here (see above). This unique ID number is also mentioned in the e-mail that has been automatically sent to you.

The unique ID number is not important to your end-user (your patient/customer). But it is important to you, and it is important that you keep and store it - somewhere together with the name of your patient/customer. For example, in your Clinique's patient journal system. The PPS system does not collect or store any personal names or other personal identifiable data. Therefore, it is important that you "off-line" (outside the PPS system) create such connection between the unique ID number and the name of your patient/customer.

Next step for you now, is to send the PPS questionnaire to your patient/customer.

Sending the PPS questionnaire to your patient/customer

On the screen here immediately above (and in the e-mail send to you), you see 3 hyperlinks. The first of the 3 hyperlinks (i.e. the one on the top, named: "Survey:") contains the PPS questionnaire for your end-user (your patient/customer).

You shall now send this hyperlink to your patient/customer, with a request to complete. An easy way for you to do this: You copy-paste the first-mentioned hyperlink into an e-mail that you send to your patient/customer. In such e-mail, you request your patient/customer to press the hyperlink and complete the PPS questionnaire from there, in the system. In the same e-mail, you can also inform your patient/customer about a deadline for completion.

Note: Confidentiality and personal data hereby stays between you and your patient/customer – since the PPS system does not ask, collect, or store any personally identifiable data.

The other two hyperlinks – on the screen you are now on (ref. picture here above) and in the e-mail automatically send to you – are about "providing feedback" at a later stage of the process, and which shall be explained below in this user-manual.

Monitor and administrate your patients/customers in the system

As you will notice at the bottom of the screen explained here immediately above, you are now "Awaiting answers" on the PPS questionnaire you have just now sent to your patient/customer, ref. the column "Survey":

ID>	Time	Clinique name	Survey	Survey (feedback)	Survey (clinique feedback)
285	19/03/2023 12:50:19	Clinique #2	Awaiting answers	Awaiting answers	Awaiting answers
284	18/02/2023 07:52:53	Clinique #2	Awaiting answers	Awaiting answers	Awaiting answers

The other 2 columns (about feedback) will be explained further down in this user-manual.

When your patient/customer has completed the PPS questionnaire, the "Awaiting answers" will change to "Done" for your given end-user (patient/customer), e.g. like this:

ID>	Time	Clinique name	Survey	Survey (feedback)	Survey (clinique feedback)
285	19/03/2023 12:50:19	Clinique #2	○ Done (64 points)	Awaiting answers	Awaiting answers
284	18/02/2023 07:52:53	Clinique #2	Awaiting answers	Awaiting answers	Awaiting answers

Here on the screen above, you can now press the "Done (64 points)" hyperlink – which will take you straight to the Full Report of your patient/customer. Your patient/customer will also have received this Full Report now – directly in the system.

You (your Clinique) and your patient/customer can now both prepare to discuss the information and recommendation contained in the report.

As part of you Clinique's practice and work-process, you will have a process decided and established for how you handle and follow-through on the PPS recommendations from here.

Feedback

Feedback is important to us.

There are two (2) very short "Feedback surveys" (5 questions each) that we kindly ask you to distribute and ensure completion of every time you (your Clinique) have used the PPS with one of your patients/customers.

There is one "Feedback survey" for your patient/customer to complete, and another "Feedback survey" to be completed by you or the person in your Clinique that has had the dialogue with your patient/customer about the PPS Final report and -recommendations.

We need your help with this – not at least because we do not know your patient/customer, and we do not have any contact details for the individual. And only you know the professional in your Clinique who had the dialogue with your patient/customer about the PPS Final report and -recommendations.

Each of these two Feedback surveys contains 5 questions. Usually, it will take less than 2-3 minutes to complete the Feedback survey.

The "Feedback survey" for your patient/customer to complete:

You are suggested this via e-mail to your patient/customer, like how you send the main PPS questionnaire. You do it the following way.

PLAST-**IQ**

Log out (clinique2)

New user has been created with the ID 285

Survey: https://survey.plast-iq.net/survey?token=M9LBoMu6PTbHInpKtSRzPiuczm7eQa5ioQBHyS1thcBbbANtDHL4FfmsDYDvPwBN

Survey (feedback): https://survey.plast-iq.net/feedback-user?token=M9LBoMu6PTbHInpKtSRzPiuczm7eQa5ioQBHyS1thcBbbANtDHL4FfmsDYDvPwBN&verification=7cc3fd1b2dff29881fc96c2845591445

Survey (clinique feedback): https://survey.plast-iq.net/feedback-surgeon?token=M9LBoMu6PTbHInpKtSRzPiuczm7eQa5ioQBHyS1thcBbbANtDHL4FfmsDYDvPwBN&verification=e4d4609cc8ccc8767cd3c79dddc2ca38

When you created your patient/customer as an end-user in the system, you recall that 3 hyperlinks came upon your screen (see screen-shot here above), and the same 3 hyperlinks were send to you in an automatically generated e-mail.

The second of the hyperlinks – i.e.: "Survey (feedback)" – is the Feedback survey for your patient/customer. Please copy-paste this second hyperlink into an e-mail and send it to your patient/customer with request to complete.

The "Feedback survey" for you (your Clinique) to complete:

This is the third of the hyperlinks mentioned on the screen above and in e-mail send to you – i.e.: "Survey (Clinique feedback)".

It is important that this Feedback Survey is completed by the person in your Clinique that has had the dialogue with your patient/customer about the PPS Final report and - recommendations.

If that person does not happen to be yourself, then please send this third hyperlink - "Survey (Clinique feedback)" – to such person, with request to complete.

Note, regarding both Feedback surveys:

- To keep momentum and ensure "fresh memories", it is important that you distribute both Feedback surveys shortly after the PPS Final report has been discussed and used in dialogue between you (your Clinique) and your patient/customer. Preferably on the same day, with request for the Feedback surveys to be completed within the following 3-4 days.

- You can monitor and read the completion of the two Feedback surveys. You do this from your start-page (Dashboard) described above – at the same place where you also monitor and read the completion of the main PPS questionnaire and Final Report:

ID>	Time	Clinique name	Survey	Survey (feedback)	Survey (clinique feedback)
285	19/03/2023 12:50:19	Clinique #2	○ Done (64 points)	Awaiting answers	Awaiting answers
284	18/02/2023 07:52:53	Clinique #2	Awaiting answers	Awaiting answers	Awaiting answers

  When each of the Feedback surveys are completed, the given hyperlink will indicate "Done". And you can then click on the given link, to read the feedback provided.

- You (your Clinique) will be able to see the feedback from your patient/customer. But your patient/customer cannot see the feedback provided by you / your Clinique.

- Note also, that we (Plast-IQ™) do not know who your patient/customer is.