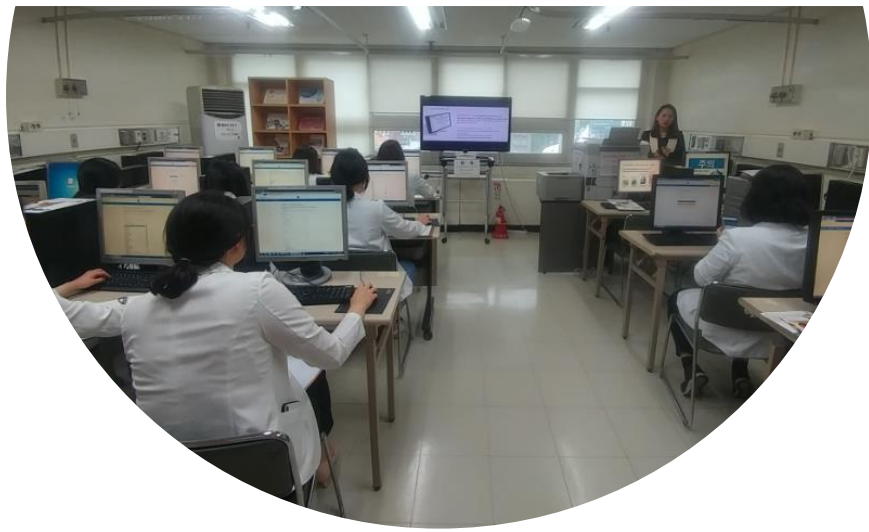


# UpToDate Online Session

Grace Jeong  
International Customer Success Specialist





Grace Jeong  
Customer Success Specialist, CE  
Based in South Korea

# Agenda

- UTD Product Information
  - Search Tips
  - COVID-19 Topics & Patient Education
  - COVID-19 Pathways
- Customer Program & Center
  - Clinical Advocate (CA) & Certified Trainer (CT)
  - UpToDate End User Academy
  - Customer Knowledge Center
- Questions & Feedback
  - Product Feedback & Testimonial
  - IT issue

# UTD Product Information

- UTD Product Information
  - Search Tips
  - COVID-19 Topics & Patient Education
  - COVID-19 Pathways

# UpToDate<sup>®</sup> Advanced<sup>™</sup>

*Reduce unwanted variability in care, optimize the delivery of care, and improve patient outcomes*



**Leverage UpToDate  
expertise and processes**



**Standardize clinical decisions  
across a population**



**Reduce unwanted variability in  
care to improve outcomes**

Choose UpToDate Advanced to help your  
clinicians make the best decisions for their patients

# UpToDate<sup>®</sup> Advanced<sup>™</sup>

## Pathways



## Lab Interpretation



- Uses an evidence-based approach to complex medical decision-making
- Tailored to patients, provides clinical direction for screening, diagnosis and treatment, supporting:
  - Appropriate hospitalizations
  - Appropriate testing and treatment
- Tools clinicians can leverage at different times in the workflow to inform next steps

# Search Tips

**Symptoms, disease, drug, lab abnormality, procedure, medical abbreviation, search phrase that you want to see**

- appendicitis
- Leuprolide
- abdominal wall defects
- hemorrhoids
- paraesophageal hernia
- colon cancer
- prostate cancer
- bladder cancer
- thyroid cancer
- pancreatic cancer
- urothelial (transitional cell) carcinoma of the bladder

# Search Tips

- **appendicitis** in pregnancy
- The updated WHO guidelines for **appendicitis**
- Component separation repair of large or complex **abdominal wall defects**
- Overview of the treatment of **hemorrhoids**
- Surgical management of **paraesophageal hernia**
- The latest guidelines for **colon cancer**
- External beam radiation therapy for localized **prostate cancer**
- Duration of adjuvant endocrine therapy for **bladder cancer**
- Overview of approach to long-term survivors of **colon cancer**
- Overview of the initial approach and management of **bladder cancer**
- Epidemiology and risk factors of **urothelial (transitional cell) carcinoma of the bladder**
- Overview of the management of primary **colon cancer/ thyroid cancer/bladder cancer** in older adults
- Overview of the initial evaluation or prognosis of **pancreatic cancer/prostate cancer**
- Overview of surgery in the treatment of **pancreatic cancer/prostate cancer**

# Search Tips

## 시나리오 1

제2형 당뇨병을 보유한 산모가 2주 전 제왕절개로 출산한 후 산후 진료를 위해 병원을 방문했습니다. 오늘 아침, 산모는 당뇨병 치료제를 복용했으며 산후 통증으로 인해 코데인과 함께 아세트아미노펜을 투약했습니다. 산모의 아기는 산모의 예상보다 낮 시간에 더 많이 잠을 잤습니다. 이후 산모는 공황 상태에 빠졌습니다.

# Lexicomp

- Adult Pharmacology
- Pediatric/Neonatal
- Geriatric
- Drug Interactions
- Off-label Use
- Drug Allergy & Idiosyncratic Reactions
- Pregnancy & lactation Information
- International Drug Information
- Herbal/Natural Products
- Pharmacogenomics
- Comparative Efficacy
- Nursing-specific Resources
- Toxicology

# Search Tips

## 시나리오 2

단극성 우울증 환자가 꽃에서 추출한 대체 약품인 세인트존스워트가 우울증 증상 완화에 도움을 주며, 일반의약품으로 판매되고 있다는 정보를 접했습니다. 이 환자는 주치의에게 현재 자신이 복용하고 있는 항우울제인 선택적 세로토닌 재흡수 저해제 시탈로프람과 세인트존스워트에 대해 문의했습니다.




# Customer Program & Center

- Customer Program & Center
  - Clinical Advocate (CA) & Certified Trainer (CT)
  - UpToDate End User Academy
  - Customer Knowledge Center

# Clinical Advocate (CA)

- Internal champion who:
  - Has clinical experience/knowledge
  - Is influential within organization
  - Conveys the clinical value of UpToDate
  - Promotes clinician registration and usage

# Clinical Advocate (CA)



**Webinar:**

*Authorship of UpToDate Content: The Necessary Expertise*

**Reserve Your Space Today**

Dear Colleague,

Join us for the next UpToDate Learning Forum Webinar to learn about who writes our content. At the heart of UpToDate are thousands of clinicians who share a passion to provide evidence-based information that helps clinicians practice the best medicine.

Dr. Michael Ross, a Senior Deputy Editor at UpToDate, will share how we recruit a dedicated team of experts across organizations, specialties,

**Webinar Details**

**Title:**  
Authorship of UpToDate Content: The Necessary Expertise

**Date:**  
Tuesday, February 23, 2016

**Time(s):**  
7am, 1pm, or 10:30pm EDT



UpToDate®

## *Tips for Clinical Advocates*

This short newsletter is intended to keep you abreast of new happenings and to make your job as a Clinical Advocate easier.

### In this issue:

- Refreshed Customer Success Center
- Best practice use of Customizable Executive Announcement
- Updated Product Guides



### Updated Customer Success Center streamlines access to most relevant content

We listened to your feedback, studied Google Analytics and made adjustments to the Customer Success Center to make your job easier. Visit your refreshed regional customer success center for the most useful assets to spread awareness, increase adoption and improve usage.

- [US and Canada](#)
- [Latin America](#)
- [Asia-Pacific](#)
- [Europe](#)
- [Middle East and Africa](#)

# Certified Trainer (CT)

- Online Certified Trainer Program:
  - Receive certificate by online
  - [UpToDate® Certified Trainer Program](#)

UpToDate® Certified Trainer Program

## Register for the UpToDate® Certified Trainer Program

Welcome to the UpToDate® Certified Trainer Program!

The goal of our Certified Trainer Program is to find engaged and motivated individuals within our subscribing institutions to help their clinicians understand how to access and get the best out of UpToDate®. Thus, helping to:

- Improve patient care within your institution
- Drive registration for personalized access and support the use of UpToDate® through your EHR
- Increase awareness of CME accrual & redemption process, mobile app & personalization options and more!

Below is an outline of the steps you will take through the certification process:

- Fill out the registration form
- Complete modules 1-5
- Pass Certification Test

Each module is approximately 15 minutes long. The entire process shouldn't take more than two hours of your time.

Please note that once you start a module, you must finish it during the same session otherwise you will have to start again from the beginning.

Thank you and we look forward to supporting you through the certification process!

# UpToDate End User Academy

## UpToDate User Academy

### UpToDate Anywhere is now available

Welcome! The key information below will make it easy for you to register, get started, and access UpToDate at your organization.

If you are not sure if your organization has UpToDate Anywhere, please contact your administrator or [UpToDate Customer Service](#).

### Register for a free UpToDate Anywhere account

[▶ Watch the Benefits of Registration video](#)

[▶ Review the Registration Guide](#)

[▶ Watch How to Register](#)

[▶ Watch How to Register from a Hospital Portal](#)

### Why use UpToDate

UpToDate is the only clinical decision support resource associated with positive hospital outcomes.

[▶ Watch the video](#)

[▶ View the Quick Reference Card](#)

[▶ UpToDate Facts-at-a-Glance](#)

[▶ Engaging Patients in Their Health Care](#)

[▶ UpToDate Advanced Quick Reference Guide](#)  
Availability dependent on subscription type. Contact your Clinical Leadership to learn more.

### UpToDate Anywhere BENEFITS OF REGISTRATION



[▶ View the Infographic](#)

# Customer Knowledge Center

← → ↻ 🏠 🔒 https://uptodate-communities.force.com/customers/s/ 📖 ★ ☆ ⌘ 📄

To see favorites here, select ☆ then ☆, and drag to the Favorites Bar folder. Or import from another browser. [Import favorites](#)

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Search...

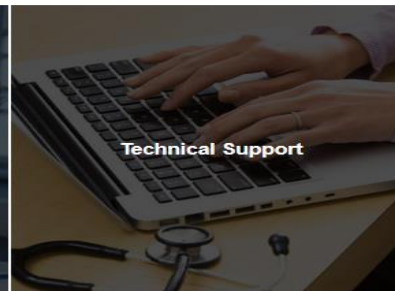
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## UpToDate Support Knowledge Center

Find an answer to your question about UpToDate by using the search box above or clicking on one of the topic boxes below

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# Questions & Feedback

- Questions & Feedback
  - Product Feedback & Testimonial
  - Mobile registration process

# Product Feedback & Testimonial



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https://www.uptodate.com/feedback/letter?utdPopup=true&destination=e

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Your detailed comments will help us provide better content.

To: [editorial@uptodate.com](mailto:editorial@uptodate.com)

Your name:

Email:

Specialty:

Role:

Country:

Subject:

Message:

## Coronavirus disease 2019 (COVID-19): Cutaneous manifestations and issues related to dermatologic care

Steven R Feldman, MD, PhD, Esther E Freeman, MD, PhD  
Editors: Jeffrey Callen, MD, FACP, FAAD, Kristina Callis Duffin, MD  
Co-Editors: Abena O Ofori, MD, Rosamaria Corona, MD, DSc

[Disclosures](#)

are updated as new evidence becomes available and our [peer review process](#) is complete.  
Review current through: **May 2020**. | This topic last updated: **May 26, 2020**.

### INTRODUCTION

Coronavirus disease 2019 (COVID-19), caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), raises many critical issues in virology and dermatologic care. Addressing these issues is necessary, yet also challenging, because there are few direct data on which to base recommendations [1].

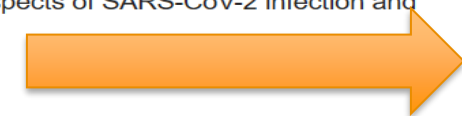
We will discuss issues related to dermatologic care during the COVID-19 pandemic. Other relevant aspects of SARS-CoV-2 infection and management are discussed in detail separately.

- ["Coronavirus disease 2019 \(COVID-19\): Epidemiology, virology, and prevention".\)](#)
- ["Coronavirus disease 2019 \(COVID-19\): Infection control in health care and home settings".\)](#)
- ["Coronavirus disease 2019 \(COVID-19\): Outpatient management in adults".\)](#)
- ["Coronavirus disease 2019 \(COVID-19\): Hypercoagulability".\)](#)
- ["Coronavirus disease 2019 \(COVID-19\): Multisystem inflammatory syndrome in children".\)](#)

COVID-19: Questions and answers

See answers to some of the most commonly asked questions by UpToDate users.

[See questions and answers](#)



[Home](#)

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## Customer Support

Customer service assistance and order support options include:

[Help with log-in or user questions](#)

[Facility-wide technical issues](#)

[I'm having trouble placing my order](#)

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## Other Inquiries

Submit a question to a specific team at UpToDate.

[Contact the UpToDate Editorial, Events, Media Relations, Client Training, or Human Resources teams here](#)

# IT issue

- Email: [sitesupport@uptodate.com](mailto:sitesupport@uptodate.com)
- Phone: 1-888-804-8436 or +1-781-392-2910  
Monday through Friday, 7 a.m. – 9 p.m. (Eastern)
- For assistance with critical facility-wide access issues, 24-hours per day including weekends and holidays, please contact via phone: 1-888-804-8436 or +1-781-392-2910 (*not applicable to individual users*)
- [Enterprise Support Toll-free International Phone Numbers](#)

# UTD mobile registration

- UTD mobile registration
  - Check Access
  - Self-registration Process
  - 90 Days Re-Verification

# Check Access

- Please make sure your access works
- You can see your institutional name on the top right when you connect to UTD

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Contents Calculators Drug Interactions Register Log In

Customer name

Log In

UpToDate Username

UpToDate Password

Remember me [Forgot Username or Password?](#)


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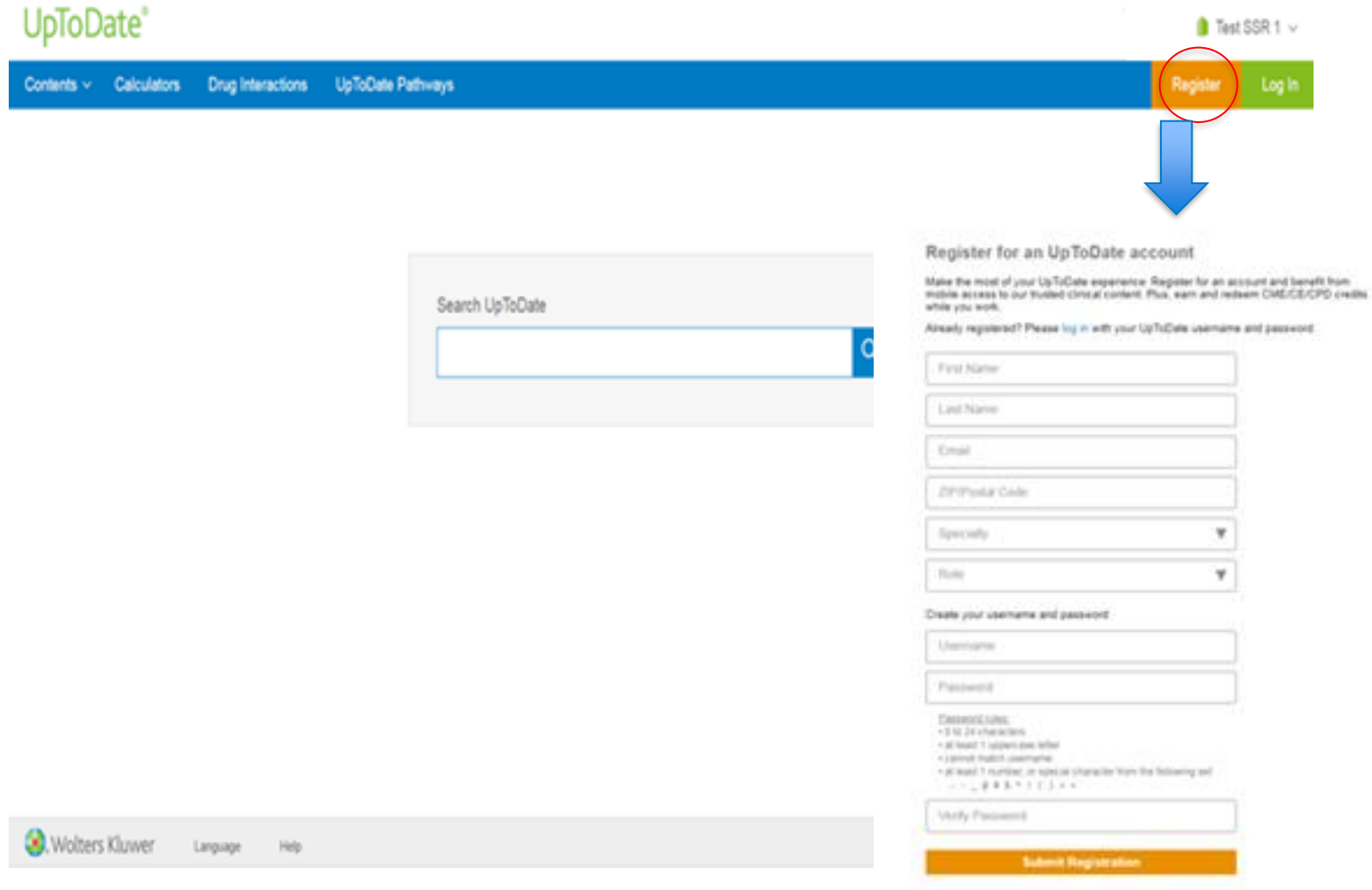
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Register Now

Make the most of your UpToDate experience. Register for an account and benefit from mobile access to our trusted clinical content. Plus, earn and redeem CME/CE/CPD credits while you work.

# Self-registration process

- 개인 계정 등록을 위하여 기관 접속이 된 PC에서 오렌지색 Register  를 클릭합니다.
- 개인 계정 등록지 작성을 완료합니다.
- Username은 개인 아이디, Password는 8자 이상 (대문자, 숫자 1개 이상 포함)입니다.



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Test SSR 1 ▾

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Make the most of your UpToDate experience. Register for an account and benefit from mobile access to our trusted clinical content. Plus, earn and redeem CME/CE/CPD credits while you work.

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Last Name

Email

ZIP/Postal Code

Specialty ▾

Role ▾

Create your username and password:

Username

Password

Classic rules:

- 8 to 24 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number, or special character from the following set: !, @, #, \$, %, ^, &, \*, ~, -

Verify Password

Submit Registration

Wolters Kluwer Language Help

# Self-registration process

- 개인 계정이 이미 있는 유저는 우측상단 **Log In** 클릭 후 로그인합니다.
- 90일에 한번씩 기관 PC 업투데이트홈페이지에서 개인 계정 로그인이 필요합니다.

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UpToDate Username

UpToDate Password

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[OpenAthens Log In](#) [Institutional Log In](#)

Log In

Register Now

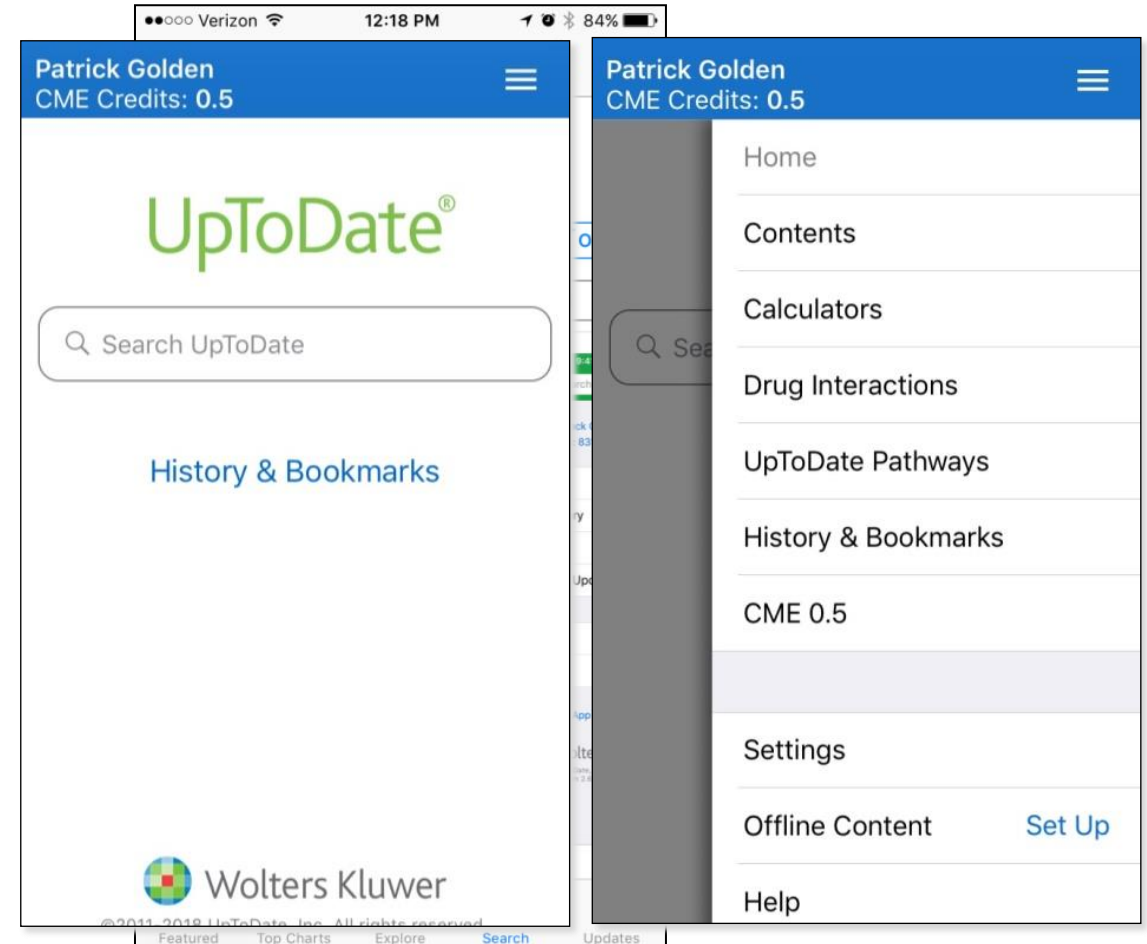
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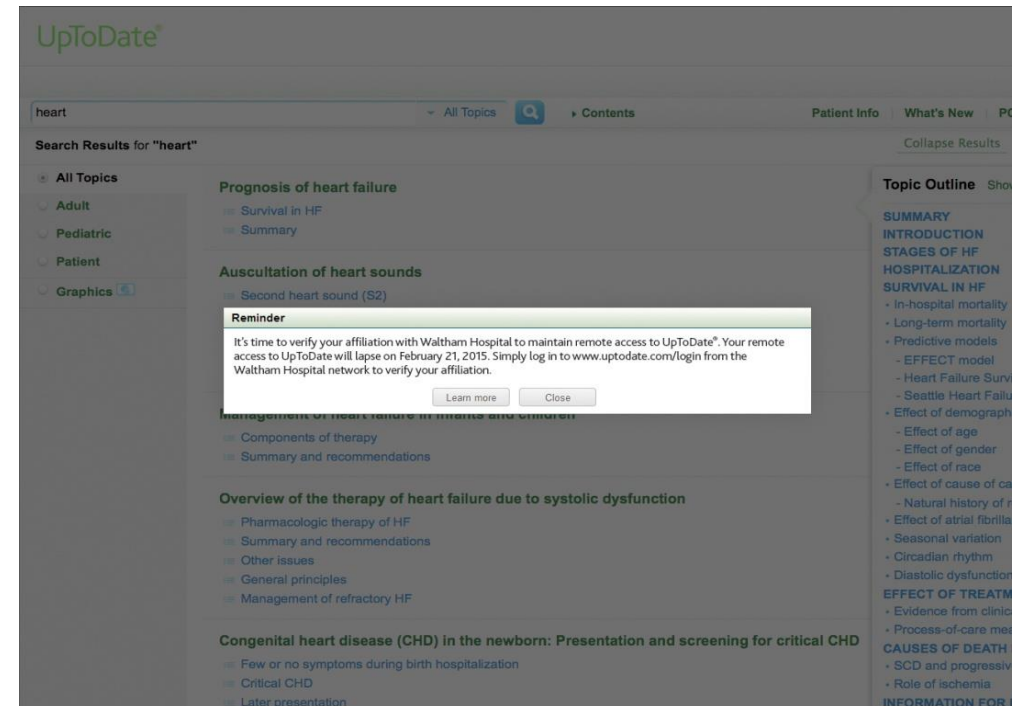
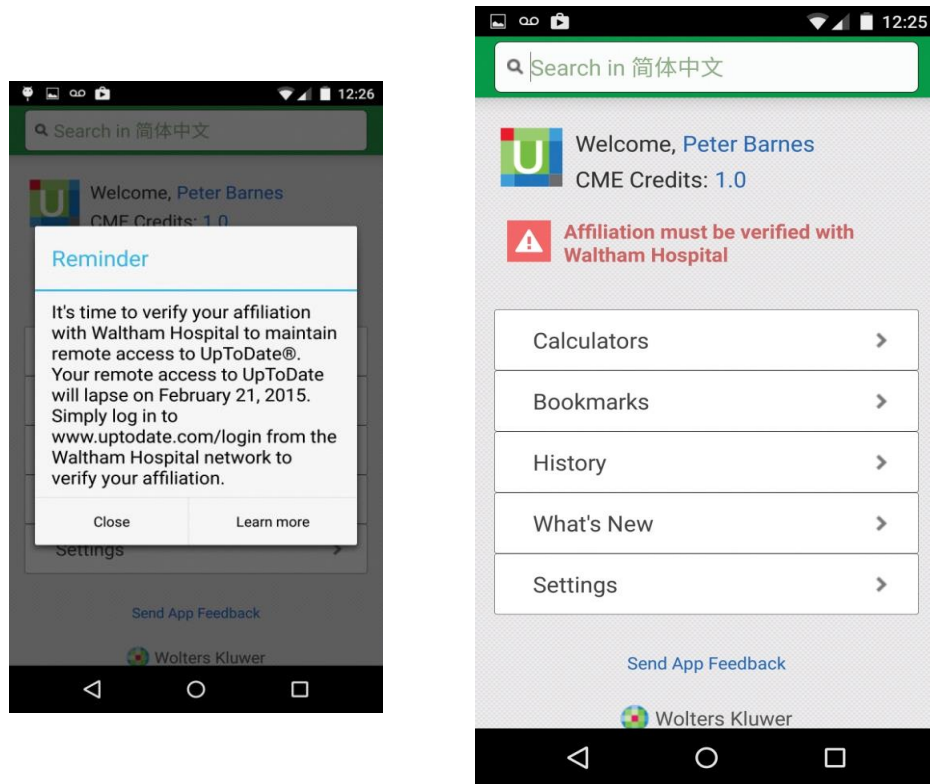
# Self-registration process

- 1) Go to your App Store
- 2) Search: **UpToDate**
- 3) Click on the UpToDate icon
- 4) Download App
- 5) Enter your UN/PW the first time you access the App



# 90 Days Re-Verification

- In-application & email messaging reminds clinicians to verify their affiliation with the organization to maintain remote access rights



# Thank You!

Any request & questions;

[Grace.Jeong@wolterskluwer.com](mailto:Grace.Jeong@wolterskluwer.com)

SCAN ME

