

QuizTime - Frequently Asked Questions

HOW DOES QUIZTIME WORK?

QuizTime is not like a traditional course. QuizTime has been designed to facilitate quiz questions as the content of the course rather than requiring in-depth learning followed by quizzing. Once you are enrolled in a course, you will receive one question per weekday on a clinical scenario that should be familiar to you. There is normally nothing to review prior to answering any questions. After answering the question, either correctly or incorrectly, you will be provided with background information and an explanation for the correct and incorrect answers. There may also be links to external sources that you may review for more in-depth learning. Many courses allow one extra opportunity to answer the question if you happen to provide the wrong answer on your first attempt. Most quizzes are designed so that they only require about 15 minutes per question per day.

HOW DO I ENROLL IN A COURSE?

Access the link to enroll for a quiz on the VHAN Hub (VHANHub.com) in the Care Path section of the website. Quizzes are currently available for the Diabetes and Low Back Pain Care Paths. Once you click on the QuizTime link associated with one of these Care Paths, you will be prompted to fill out an online enrollment form. New QuizTime users will be asked to complete a short profile, listing information such as name, degree, profession, organization, etc. Previous QuizTime users who have completed a profile will only need to enter an email to enroll. After clicking submit, you will get a confirmation message at the top of your screen (in green). You will also receive a confirmation email with details about when the quiz starts, ends, and the course link.

PLEASE NOTE: All quizzes begin on Monday. Depending on the day you enroll, it may take up to 7 business days for you to receive your first question. For example:

- If you enroll, any time between Monday and 4 p.m. on Friday of the same week, you will receive your first question on Monday the following week.
- If you enroll after 4 p.m. on a Friday or during the weekend, your quiz will begin 8 to 9 calendar days later. Example: Enroll Saturday, April 18, 2020 quiz begins Monday April 27, 2020.



I'VE ENROLLED IN A COURSE, BUT I HAVEN'T RECEIVED ANY QUESTIONS!

Unfortunately, sometimes our emails are considered junk by some mail providers. If you don't see our emails in your inbox, please be sure to look for them in any spam or junk mail folders you have as well as any quarantine software that you may be using. Please be aware that some courses will only allow 24 hours to answer the question after it has been sent. For information, please contact us at <https://quiztimehealth.com/content/contact-support>. You may also call our toll-free support desk during regular business hours to speak with a representative: 844-432-QUIZ (7849).

I WON'T BE AVAILABLE FOR SOME TIME DURING MY COURSE - CAN I PAUSE DELIVERY OF THE QUESTIONS?

Unfortunately, there is no way to pause delivery of questions for vacations or any other reason. Once enrolled in the course you will receive a question every weekday until all questions have been delivered. For some courses, questions expire 24 hours after being sent to you. To receive full credit, you must answer 80% of the questions correctly. Each question has two attempts and you have two days to answer the question. Any questions that were not attempted and inadvertently missed will be re-sent at the end of the quiz for final 48-hour window to complete.

I MISSED A QUESTION - CAN YOU RESEND IT TO ME?

Once enrolled in the course you will receive a question every weekday until all questions have been delivered. For some courses, questions expire 24 hours after being sent to you. Any questions that were not attempted and inadvertently missed will be re-sent at the end of the quiz for final 48-hour window to complete.

HOW DO I RECEIVE CME CREDITS ONCE I'VE COMPLETED A COURSE?

Credits are accumulated during the course and in most cases applied in the [accreditation system](#) automatically within 15 business days after you have completed the course. Once credits have been applied you should receive an email from camhl@vumc.org with instructions for claiming your credit (please look for this email and ensure email from that account has been whitelisted). You can always view your accumulated credits in QuizTime for a currently running course by clicking on the "My Activity" link at the top of the page, and then click on either the Documents icon above the words "MY LEARNING" or click on the words "MY LEARNING." That will display all of the courses in which you've enrolled, as



well as show the number of credits you've accumulated in a blue dot to the right of the course information. It may take up to 48 hours for our systems to process your course completion before the course appears as completed. Vanderbilt University Medical Center is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. Vanderbilt University Medical Center designates this enduring material (Diabetes and Low Back Pain Quiz) for a maximum of 2 AMA PRA Category 1 Credit(s)[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

WHERE IS MY CE CERTIFICATE?

QuizTime tracks your progress in your enrolled courses but does NOT provide CE certificates. CE certificates are provided by the CME system, [CloudCME](#). Vanderbilt University Medical Center is the awarding entity for QuizTime CE certificates. Instructions for claiming your credit/certificate will be emailed to you within 15 business days of completion of the course (provided that all required fields on your User Profile have been completed). Please look for an email from camhl@vumc.org with instructions for claiming your credit. Be sure that this email address is whitelisted to ensure delivery.

I WAS ENROLLED INTO A COURSE BY SOMEONE ELSE - HOW CAN I ACCESS MY ACCOUNT?

You will not need to log in to any system to answer questions. Each question you are sent via email or text will have a URL that is unique to you and will take you directly to your question without any need to log in. If you have been enrolled into a course by a course administrator and you did not already have an account with QuizTime then the system will automatically create an account for you. However, the password to that account will not be sent to you since it is a security risk to include a password in email, so you will need to reset your password in order to establish a password for logging in. Details of this process can be found in the [QuizTime Spark knowledge center website](#). We strongly encourage you to verify that your profile information is correct after your first log in as we use that data to determine the appropriate CE credit types that should be awarded for courses.



I NEED ADDITIONAL SUPPORT – WHO CAN I CONTACT?

Please submit questions and report issues by opening a ticket with our support desk from 8 a.m., to 5 p.m., Monday through Friday, US Central time at <https://quiztimehealth.com/content/contact-support>. You may also call our toll-free support desk during regular business hours to speak with a representative: 844-432-QUIZ (7849).

