

How to Modify A Clinic Visit on the Dashboard

Q: I need to modify/remove an existing visit on the site coordinator dashboard. How can I do that?

A: You can modify a visit by following the steps below:

Part 1: On the Dashboard

1. Log into the AiCure portal (login.aicure.com)
2. Choose your study
3. Click on the Participant ID to get the dropdown menus
4. Click on the **CALENDAR** tab
5. Identify the date the existing visit is on and hover your mouse over it
6. A pencil icon should appear in the top right corner of the date. Click on the pencil icon
7. Click **EDIT DOSE IN CLINIC** / **EDIT CLINIC VISIT** / **EDIT VIRTUAL VISIT** (or similar variation)
8. In the window that appears next, you can make your changes:
 - If you would like to change the visit, choose a new date, time, and/or visit type. Then click on the green button to save your changes
 - If you would like to remove the visit, click on the **DELETE** button at the bottom (**Note: Some mandatory visits cannot be deleted**)
9. An update will then be sent to the participant's device

3

Period Two

2024-03-05

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SUMMARY
4
CALENDAR
PARTICIPANT SETTINGS
PARTICIPANT REPORTS

✔ CONTACT PARTICIPANT

<
April 2024
>

Day Month

Sun	Mon	Tue	Wed	Thu	6 <th>Sat</th>	Sat
31	1	2 Regular Visit 	3	4 Dose in Clinic	5	6
7	8	9 Dose in Clinic	10	11	12	13
14	15	16				
21	22	23				
28	29	30				

■ Taken | ■ In-clinic, partial, self-reported, site-reported, or missed | ■ Pending

ADD / EDIT ✕

Choose an action

ADD INTERVENTION

7
 EDIT REGULAR VISIT

CANCEL

EDIT DOSE IN CLINIC VISIT ✕

04 April 2024

Appointment time
16 : 15

Change all future appointment times?

DOSE IN CLINIC VISIT DATE

April 2024

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

NEW DOSE IN CLINIC VISIT DATE
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Visit Name: Period Two - First Visit

Type of Visit

Regular Visit (Participant will not dose in the clinic)

Dose in clinic visit

Virtual visit

Participant will receive visit reminders based on these dates.

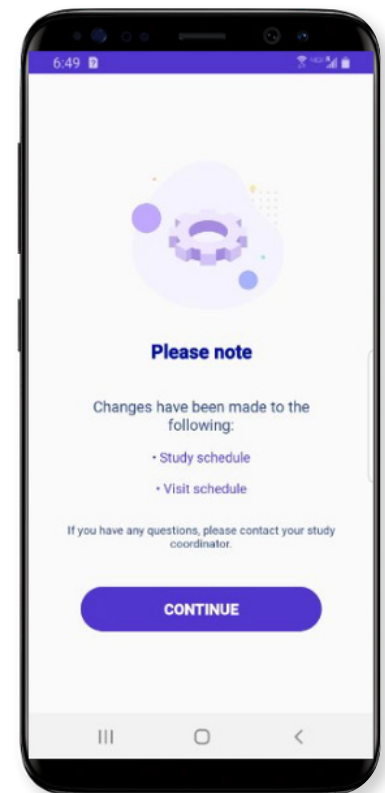
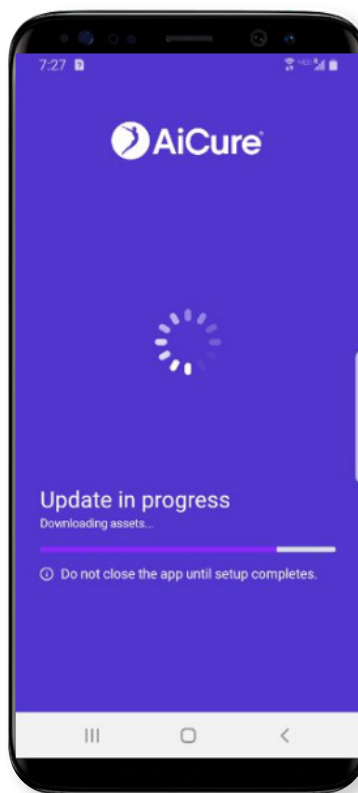
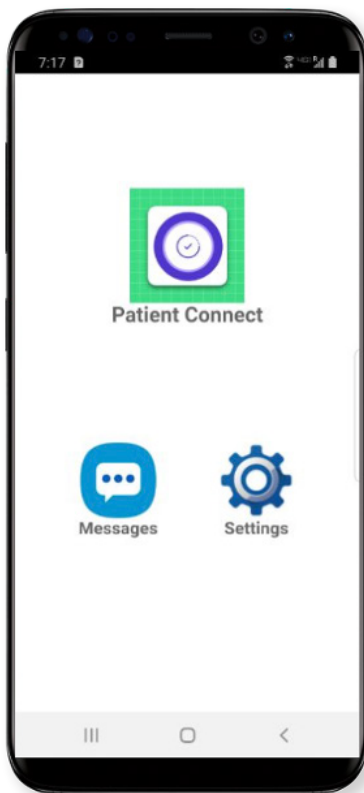
CANCEL

8b
 DELETE

EDIT VISIT

Part 2: On the Participant's Device

1. Instruct the participant to open the app while connected to the internet to download the update (if the app is already open, instruct them to close and reopen it)
2. Please wait while the update downloads
3. Once the update completes, the app will confirm there was an update made to “Study Schedule” and the participant can proceed to using the app as normal



Q. I need to reschedule the visit for the same day, but at a different time. I changed the time, why doesn't allow me to click on the Edit Visit button?

A. Even though you aren't changing the date, you may still need to click on the date in the calendar. Clicking on the date it's currently set to should make the Edit Visit button clickable.

Q. Can I modify more than one visit at the same time?

A. No, visits can only be modified individually. If you would like to modify multiple visits, you will need to wait for the update to be completed on the participant's device for the first visit change before moving on to changing the next visit.

Q. I want to move a visit, but the dashboard doesn't allow me to schedule it passed a certain date. Why is this happening?

A. The dashboard does not allow you to move visits after any other visits that come after it. For example: If Visit A is on 1JAN and Visit B is on 10JAN, the dashboard will not allow Visit A to be moved to any date after 9JAN. If this is the case and you need to move the visit to a date that is unavailable, you will first need to move the subsequent visits to different dates. So in this example, Visit B will need to be moved to a new date first, then Visit A can be moved.