

# “Getting Started” User Guide

**Have a question about  
Bates' Visual Guide to Physical Examination?**

Please email our tech support team at [techsupp@lww.com](mailto:techsupp@lww.com) or  
call 1-800-4681128 (U.S. only) or 1-301-223-2344 (global customers)

Hours of operation:

Sunday, 4 PM to 12 AM EST

Monday – Thursday, 8 AM to 12 AM EST

Friday, 8 AM to 7 PM EST

# Introduction

## Guide Objectives

This guide will help you:

- **Get started with Bates' Visual Guide to Physical Examination**
  - System requirements
  - Preview the site/see video samples
  - Log in
- **Understand the features of Bates' Visual Guide to Physical Examination**
  - **Accessing content**
    - Navigating Bates' Physical Examination Videos
    - Navigating OSCE Clinical Skills Videos
  - **Unique features**
    - Anatomy review
    - Recording your findings
    - "See Also" videos
    - PDF transcripts and closed captioning
    - Searching for video clips
    - About
  - **Usage Statistics**

## System Requirements

**Bates' Visual Guide to Physical Examination** is Lippincott's online platform for the delivery of more than 8 hours of video content that provides head-to-toe and systems-based physical examination techniques for the Advanced Assessment or Introduction to Clinical Medicine course, or for practitioners requiring a review of the History & Physical. Your subscription gives you anytime, anywhere access from your computer, smartphone, or tablet device.

To view the videos, we recommend that users have one of the following browsers installed:

	Windows PC	Mac	Android and iOS devices
Browser	Internet Explorer 9 (IE10 coming soon)	Safari (latest version)	Latest version of native browser
	Firefox (latest version)	Firefox (latest version)	
	Chrome (latest version)		



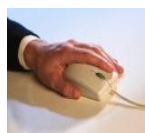
**IMPORTANT:** Flash Player is not required. The video will be served to your computer, smartphone, or device in a non-Flash format. However, you *must be connected to the internet* to view video(s).

# Quick Start

Getting started is as easy as receiving access and logging in. You can immediately sign up and start using **Bates' Visual Guide to Physical Examination**:

- *Institutional access*: Via creation of dedicated URL by school/institution, or access which first requires you to authenticate to institution's library or site.
- *Individual access*: Via access code purchased at online store or local/online bookseller.

## Preview the Site/See Video Samples



**As a student, researcher or other user**, you have two access options.

Visit the home page to browse contents and see sample clips:  
<http://batesvisualguide.com/>

You can also watch sample videos by linking directly to these URLs:

[http://batesvisualguide.com/public/Sample\\_Bates\\_Physical\\_Examination\\_Video.aspx](http://batesvisualguide.com/public/Sample_Bates_Physical_Examination_Video.aspx)

[http://batesvisualguide.com/public/Sample\\_OSCE\\_Clinical\\_Skills\\_Video.aspx](http://batesvisualguide.com/public/Sample_OSCE_Clinical_Skills_Video.aspx)

**Faculty, librarians, and institutional administrators**: please contact your local sales representative directly or complete the online registration [form](#) to receive 30-day faculty or administrator access to the full site, which includes the head-to-toe and systems-based volumes as well as the OSCE Clinical Skills videos. Both individual and institutional trials are available.

**You can subscribe!** You will receive full access to all of the videos to which your institution subscribes. Contact your local sales representative directly to discuss subscription options and pricing for your institution, hospital, or organization. Or, visit <http://batesvisualguide.com/InstitutionalRequest.aspx> to submit a request for pricing.

**We offer different subscription options for programs and institutions, and we are happy to work with you to find the solution that best meets your needs. Contact us for details!**

**For more information on the contents within each collection, please visit the site:**

- [Bates' Physical Examination Videos](#)
- [OSCE Clinical Skills Videos](#)
- **Bates' Full Site Access combines the Bates' Physical Examination Videos with the OSCE Clinical Skills Videos. Add access to the Bates' textbook in print or electronic format for a complete learning solution for your institution.**

**Single-user, 12-month subscriptions** are also available through access card purchase and allow you to tailor your individual needs to the content offerings.

Access card purchasing options and links include:

- [BatesVisualGuide.com Access Card \(18 volumes\)](#)
- [BatesVisualGuide.com Access Card \(18 volumes + OSCEs\)](#)

## Log In

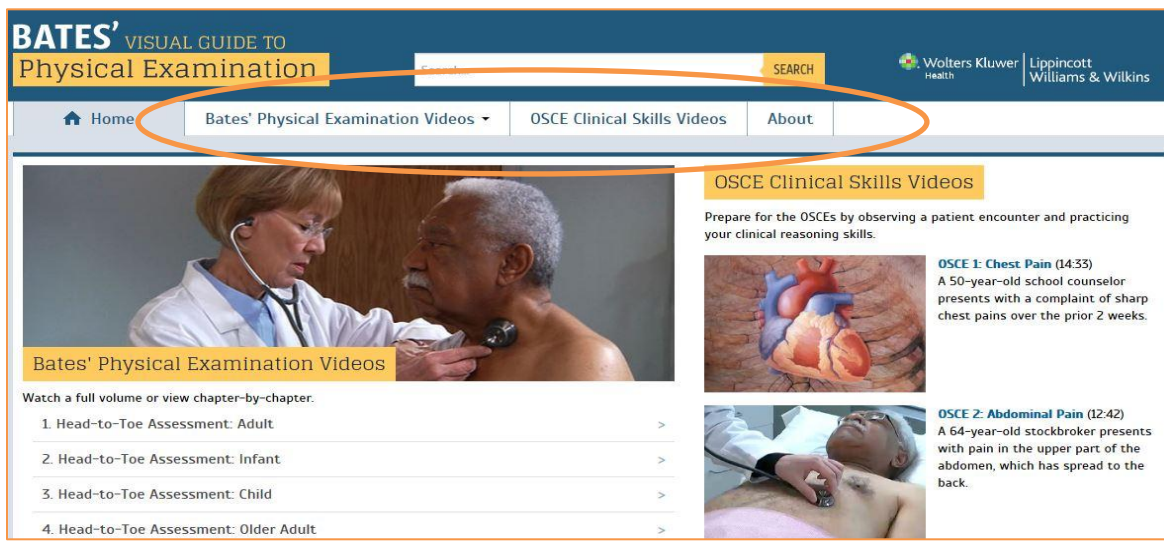
- Once you have purchased or received your access to Bates' Visual Guide, go to <http://batesvisualguide.com/>
- On the welcome page, you will find the **Enter an Access Code** section. You will then enter your access code, and click **Submit**.



- You will then be prompted to create a **user name** and **password**, so that going forward you can access Bates' Visual Guide by clicking **Sign In** in the upper right corner of the welcome page.



- The Bates' Visual Guide **home page** appears, and the video collection(s) to which you have access are displayed. Video collections are further broken out on the menu tool bar by **Bates' Physical Examination Videos** and **OSCE Clinical Skills Videos**.

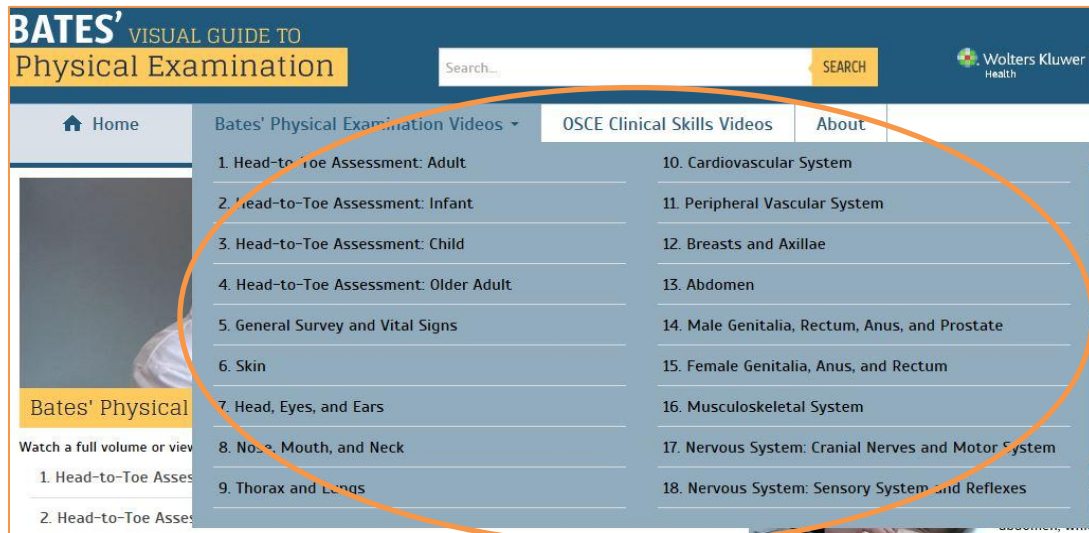


**QUICK TIP: *Forgot your password?*** Click **Forgot password?** at the bottom of the sign-in box and follow the prompts. An email will be sent to you with a link to reset your password.

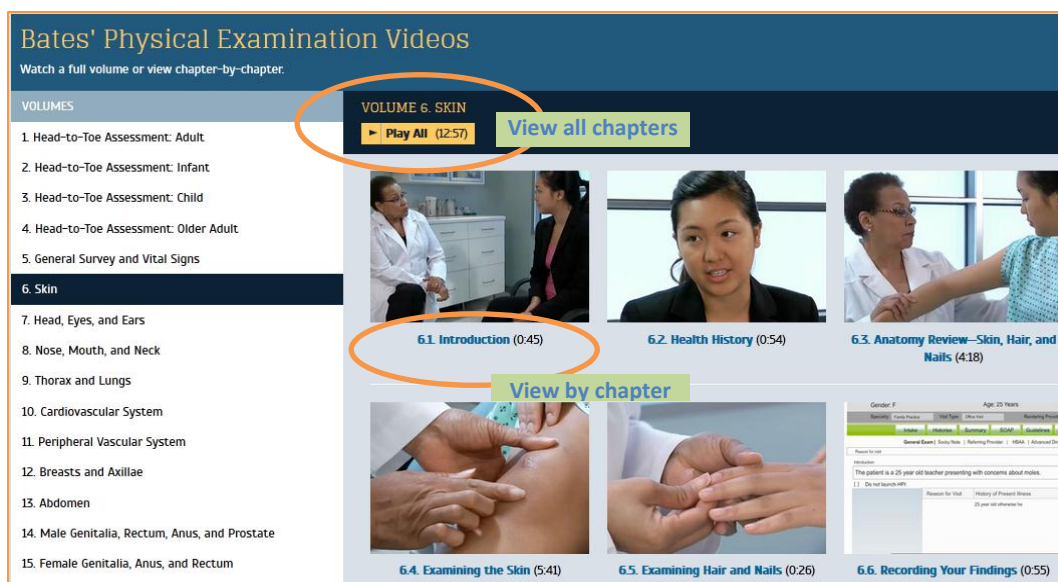
# Accessing Content

## Navigating Bates' Physical Examination Videos



- Click **Bates' Physical Examination Videos** in the navigation bar at top. A drop-down menu populates, displaying the video volumes assigned to that collection.

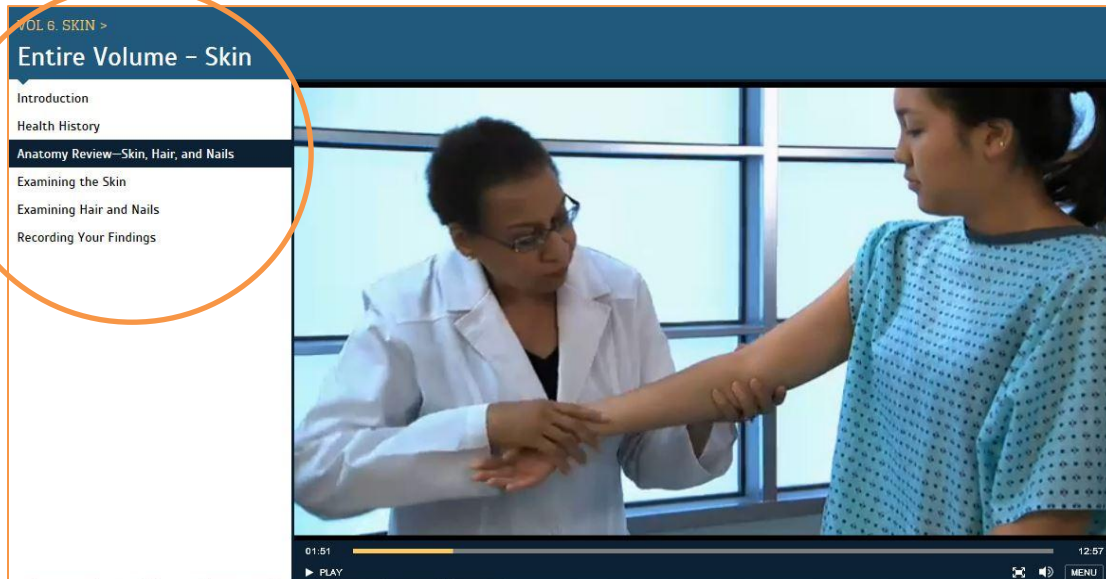


- Each volume is further segmented by **chapter**.
- Both volumes and individual chapters have a **distinct URL** and a **unique number** for reference in syllabi and lectures. Simply copy/paste the URL, or include the volume or chapter number to direct students to their assigned videos.
  - For example, in **Volume 6, The Skin**, **Video 6.1** can also be referenced as: <http://batesvisualguide.com/MultimediaPlayer.aspx?multimediaid=6091206>
- Volumes can be viewed in full by selecting **Play All** or by individual **chapter**.





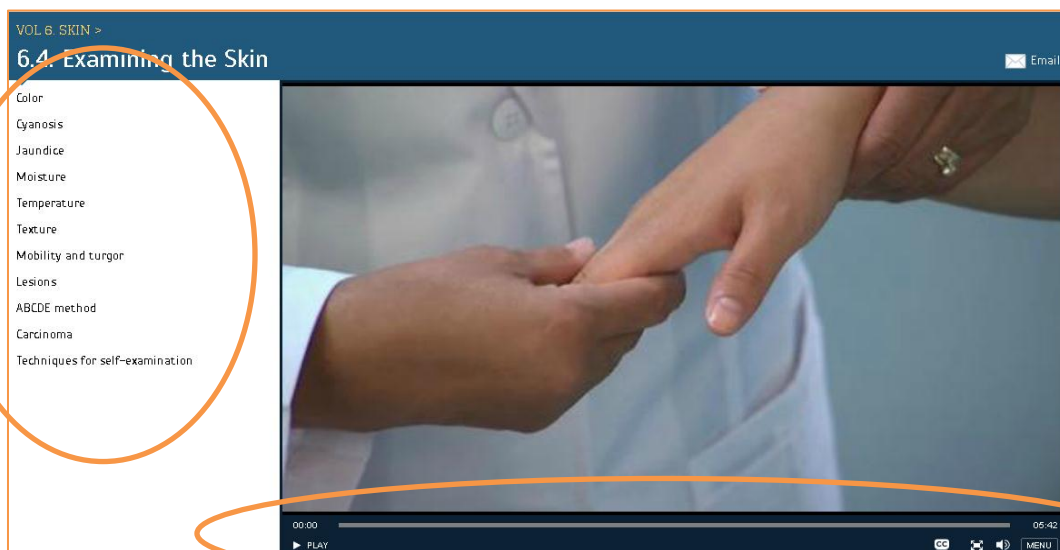
➤ **Viewing Volume in its Entirety:** An expanded table of contents for each video is listed on the left side of the video window, allowing you to **Jump To** specific chapters of the volume. Or, you can slide forward or backward on the play back bar.

- You can start and stop each video by clicking the **Play** or **Pause** button at the bottom of the video, expand the video to full-screen for detailed-view by clicking , or adjust the volume of the instructive audio by clicking .



➤ **Viewing Chapter-by-Chapter:** An expanded table of contents for each chapter is listed on the left side of the video window, allowing you to **Jump To** specific parts of the chapter. Or, you can slide forward or backward on the play back bar.





- You can start and stop each video by clicking the **Play** or **Pause** button at the bottom of the video, expand the video to full-screen for detailed-view by clicking , or adjust the volume of the instructive audio by clicking .





## Navigating OSCE Clinical Skills Videos

- Click **OSCE Clinical Skills Videos** to display the clinical skills videos designed to help you develop and hone your clinical reasoning skills in preparation for Objective Structured Clinical Examinations. These interactive videos allow the viewer to observe and participate in the clinical encounter.

The screenshot shows a website with a navigation bar containing 'Home', 'Bates' Physical Examination Videos', 'OSCE Clinical Skills Videos', and 'About'. The main heading is 'OSCE Clinical Skills Videos', which is circled in orange. Below the heading is a descriptive paragraph: 'The following videos are designed to help you prepare for Objective Structured Clinical Examinations, or OSCEs, by testing your clinical reasoning skills. In each video you will observe a clinical encounter and be given the opportunity to develop an assessment, or differential diagnosis, and provide an appropriate diagnostic workup.' There are four video thumbnails arranged in a 2x2 grid. Each thumbnail includes a small image and a text box with the video title and a brief description of the case.

OSCE 1: Chest Pain (14:33)	OSCE 2: Abdominal Pain (12:42)
 <p>A 50-year-old school counselor presents with a complaint of sharp chest pains over the prior 2 weeks.</p>	 <p>A 64-year-old stockbroker presents with pain in the upper part of the abdomen, which has spread to the back.</p>
OSCE 3: Sore Throat (15:08)	OSCE 4: Knee Pain (17:44)
 <p>A 17-year-old high school student presents with a complaint of a sore throat, aches, and fatigue.</p>	 <p>A 45-year-old teacher presents with pain in the left knee, which makes it difficult to walk.</p>

- An expanded table of contents for each video is listed on the left side of the video window, allowing you to **Jump To** specific parts of the volume. Or, you can slide forward or backward on the play back bar.
  - You can start and stop each video by clicking the **Play** or **Pause** button at the bottom of the video, expand the video to full-screen for detailed-view by clicking , or adjust the volume of the instructive audio by clicking .

The screenshot shows a video player for 'OSCE 3: Sore Throat'. On the left side, there is a table of contents with the following items: 'Health History', 'Physical Examination', 'Diagnostic Considerations', 'Diagnostic Workup', and 'Summary'. The main video area shows a doctor in a white coat talking to a patient in a hospital gown. At the bottom of the video player, there is a progress bar showing '00:20' out of '15:09', a 'PLAY' button, a volume icon, and a 'MENU' button. An 'Email' icon is visible in the top right corner of the video player.

- As you observe the video, you will be asked to answer questions. The image on the screen will freeze, allowing you to pause the video and record your answers and notes.

The screenshot shows a video player interface for 'OSCE 3: Sore Throat'. On the left is a navigation menu with options: Health History, Physical Examination, Diagnostic Considerations, Diagnostic Workup, and Summary. The video frame shows a patient being examined, with a blue question overlay that reads: 'QUESTION: What are your diagnostic considerations at this point in this age group?'. A video progress bar at the bottom indicates the video is at 01:03 of a 15:09 duration.

- At the completion of the video, a **summary** of the clinical encounter is discussed, as well as differential diagnosis, diagnostic considerations, and likely diagnosis.

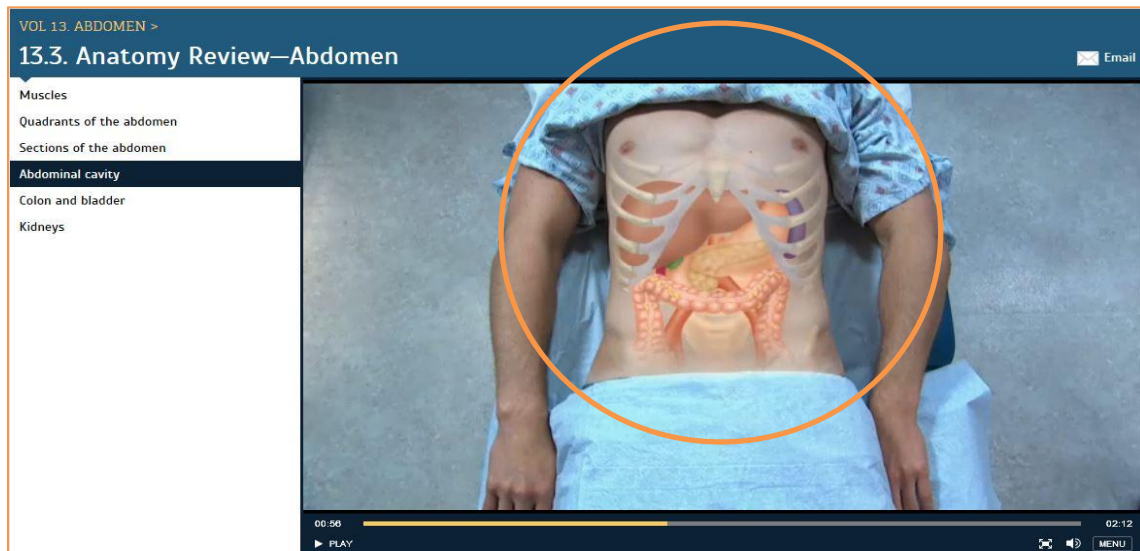
This screenshot shows the same video player at a later point in time. The navigation menu now has 'Summary' selected. The video frame displays a list of 'Diagnostic Considerations (Differential Diagnosis)'. The list includes: Infectious mononucleosis, Streptococcal pharyngitis, Viral pharyngitis, Influenza, and Retropharyngeal abscess. The video progress bar shows the video is at 13:38 of a 15:09 duration.



# Unique Features

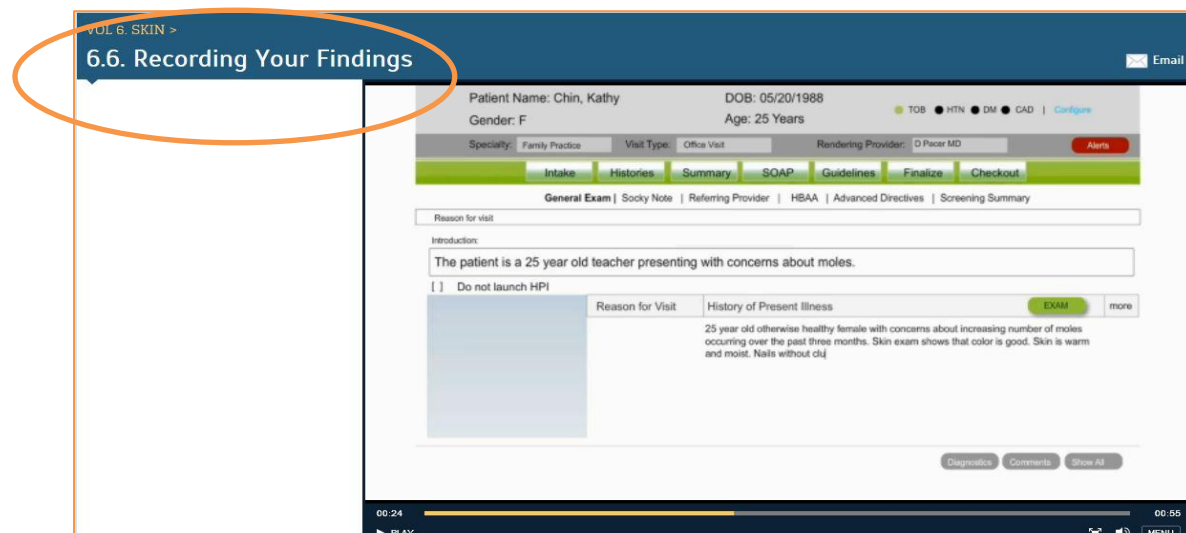
## Anatomy Review

- Prior to beginning the physical examination, each systems-based volume includes an **Anatomy Review**. Anatomy is displayed using graphical overlays, providing a view of the internal anatomy and enabling faster comprehension.



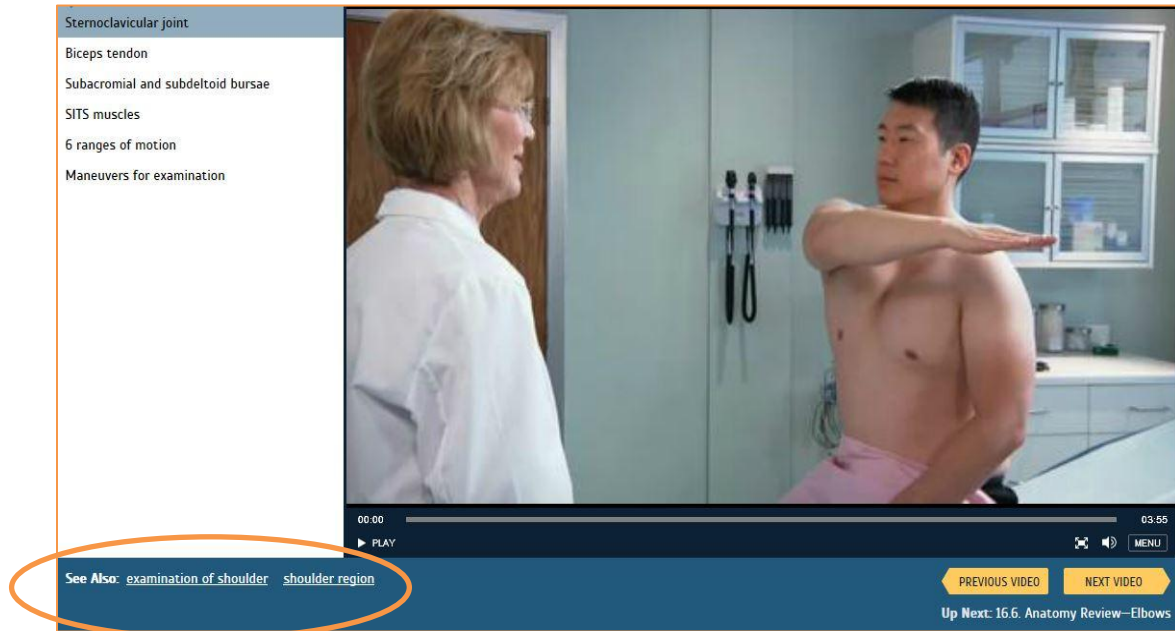
## Recording Your Findings

- Each volume is complete with a **Recording Your Findings** video that displays a sample digital write-up of the physical examination, allowing students to learn how to describe and organize information from the interview and physical examination into a standard written format.



## “See Also” Videos

- Related content appears at the lower left side of the video window under **See Also** link to related video content.
- Select a key term, and the site will produce a list of related videos.



The screenshot shows a video player interface. On the left, a sidebar lists related topics: Sternoclavicular joint, Biceps tendon, Subacromial and subdeltoid bursae, SITS muscles, 6 ranges of motion, and Maneuvers for examination. The main video window shows a female healthcare professional in a white coat examining the shoulder of a male patient. The video player controls at the bottom include a play button, a progress bar (00:00 to 03:55), and buttons for 'PREVIOUS VIDEO' and 'NEXT VIDEO'. A 'See Also' section is highlighted with an orange oval, containing the text: **See Also:** [examination of shoulder](#) [shoulder region](#). Below this, it says 'Up Next: 16.6. Anatomy Review—Elbows'.

## Results for:

examination of shoulder



Bates' Physical Examination Videos > 16. Musculoskeletal System > 16.5. Examining the Shoulders (3:54)



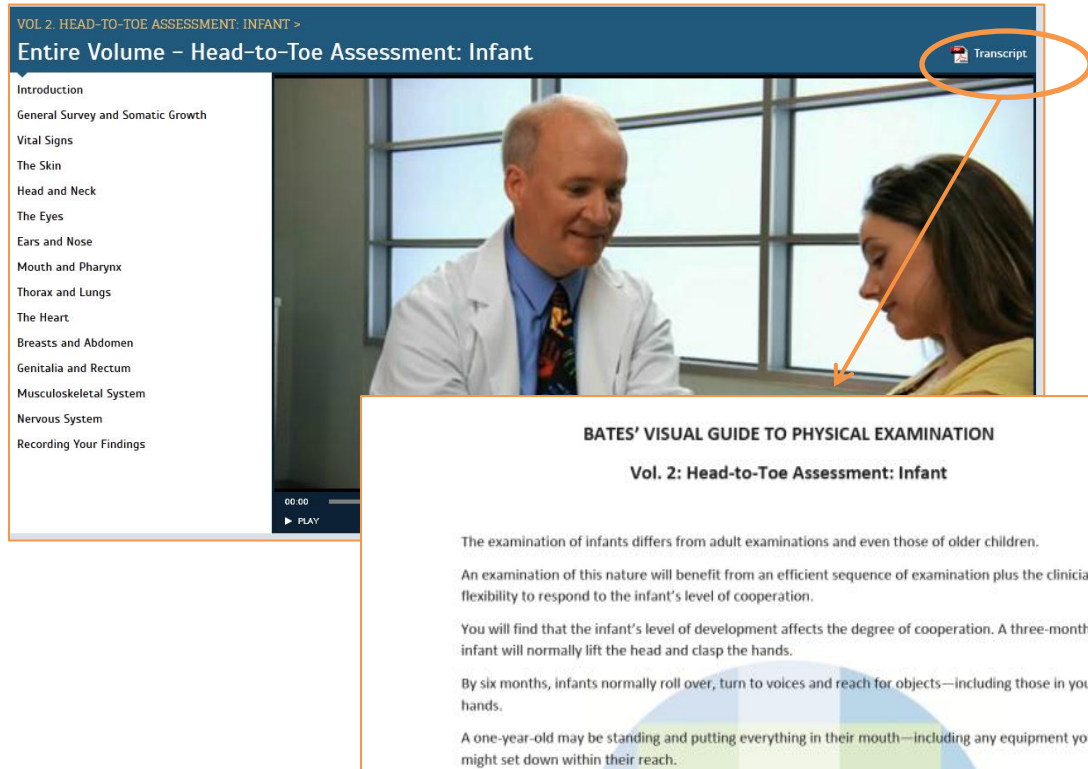
Bates' Physical Examination Videos > 16. Musculoskeletal System > 16.4. Anatomy Review—Shoulders (1:03)



**QUICK TIP: Want to share a video?** Click **Email** in the right hand corner of the video window and follow the prompts to share a video clip with peers, colleagues, or students.

## PDF Transcripts and Closed Captioning

- Downloadable transcripts are available for each of the 18 head-to-toe and systems-based volumes on the site as well as the OSCEs. These PDFs can be used as handouts or helpful teaching aides. Select the **Transcript** icon to download. **Transcript** icon to download. A new window opens upon doing so.



VOL 2. HEAD-TO-TOE ASSESSMENT: INFANT >

### Entire Volume – Head-to-Toe Assessment: Infant

- Introduction
- General Survey and Somatic Growth
- Vital Signs
- The Skin
- Head and Neck
- The Eyes
- Ears and Nose
- Mouth and Pharynx
- Thorax and Lungs
- The Heart
- Breasts and Abdomen
- Genitalia and Rectum
- Musculoskeletal System
- Nervous System
- Recording Your Findings

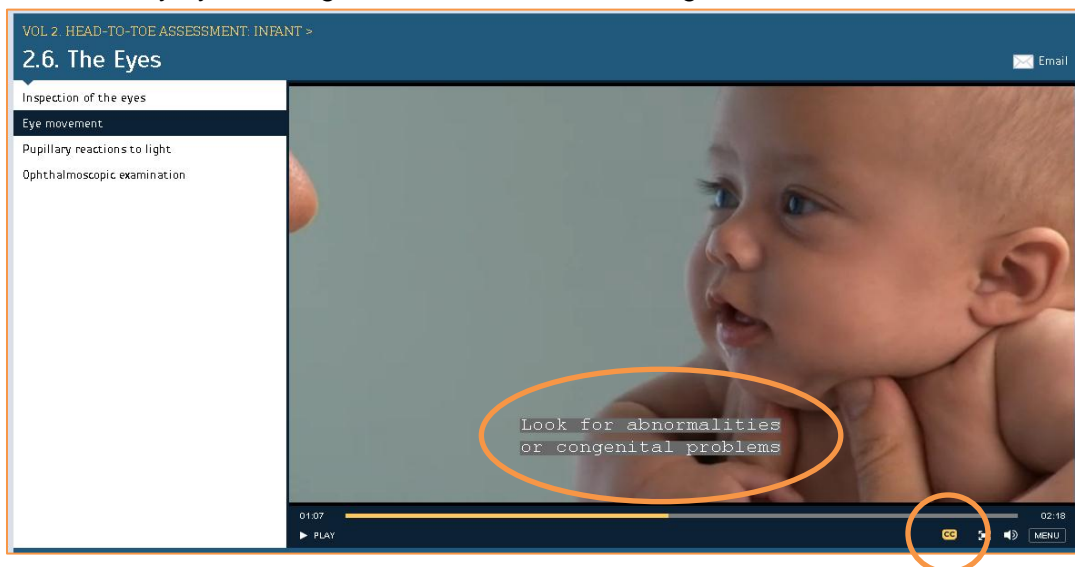
00:00 PLAY

**BATES' VISUAL GUIDE TO PHYSICAL EXAMINATION**

**Vol. 2: Head-to-Toe Assessment: Infant**

The examination of infants differs from adult examinations and even those of older children. An examination of this nature will benefit from an efficient sequence of examination plus the clinician's flexibility to respond to the infant's level of cooperation. You will find that the infant's level of development affects the degree of cooperation. A three-month old infant will normally lift the head and clasp the hands. By six months, infants normally roll over, turn to voices and reach for objects—including those in your hands. A one-year-old may be standing and putting everything in their mouth—including any equipment you might set down within their reach.

- Closed Captioning supports those with special access needs. Simply turn on this functionality by selecting the **CC** icon to the lower right of the video window.



VOL 2. HEAD-TO-TOE ASSESSMENT: INFANT >

### 2.6. The Eyes

Email

- Inspection of the eyes
- Eye movement
- Pupillary reactions to light
- Ophthalmoscopic examination

01:07 PLAY 02:18

Look for abnormalities or congenital problems

## Searching for Video Clips

- **Key word search:** Type a key term(s) in the search box located above the tool bar. Click search and videos matching your key term(s) will automatically populate.

**BATES' VISUAL GUIDE TO Physical Examination**

chest pain SEARCH

Wolters Kluwer Health | Lippincott Williams & Wilkins

Home Bates' Physical Examination Videos OSCE Clinical Skills Videos About

**Bates' Physical Examination Videos**

Watch a full volume or view chapter-by-chapter.

**OSCE Clinical Skills Videos**

Prepare for the OSCEs by observing a patient encounter and practicing your clinical reasoning skills.

**OSCE 1: Chest Pain (14:33)**  
A 50-year-old school counselor presents with a complaint of sharp chest pains over the prior 2 weeks.

**Results for:**

chest pain

All (4) OSCE Clinical Skills Videos (5) Bates' Physical Examination Videos (1)

**OSCE Clinical Skills Videos > OSCE 1: Chest Pain (14:33)**

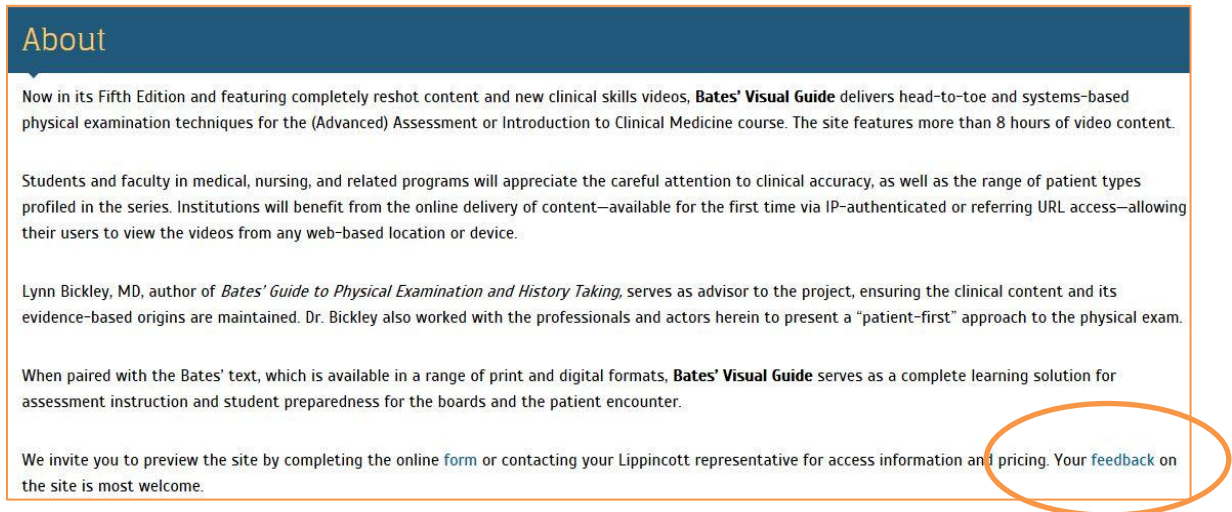
**Bates' Physical Examination Videos > 5. General Survey and Vital Signs > 5.5. Acute and Chronic Pain (1:35)**

**OSCE Clinical Skills Videos > OSCE 2: Abdominal Pain (12:42)**

**OSCE Clinical Skills Videos > OSCE 4: Knee Pain (17:44)**

## About

- Click **About** on the tool bar menu for a brief overview of the Bates' Visual Guide. Learn about the origins of the project and who benefits from this "patient-first" approach to the physical exam.
- Suggestions and **feedback** are always welcome. Click [feedback](#) at the end of this section to submit your comments.



**About**

Now in its Fifth Edition and featuring completely reshot content and new clinical skills videos, **Bates' Visual Guide** delivers head-to-toe and systems-based physical examination techniques for the (Advanced) Assessment or Introduction to Clinical Medicine course. The site features more than 8 hours of video content.

Students and faculty in medical, nursing, and related programs will appreciate the careful attention to clinical accuracy, as well as the range of patient types profiled in the series. Institutions will benefit from the online delivery of content—available for the first time via IP-authenticated or referring URL access—allowing their users to view the videos from any web-based location or device.

Lynn Bickley, MD, author of *Bates' Guide to Physical Examination and History Taking*, serves as advisor to the project, ensuring the clinical content and its evidence-based origins are maintained. Dr. Bickley also worked with the professionals and actors herein to present a "patient-first" approach to the physical exam.

When paired with the Bates' text, which is available in a range of print and digital formats, **Bates' Visual Guide** serves as a complete learning solution for assessment instruction and student preparedness for the boards and the patient encounter.

We invite you to preview the site by completing the online [form](#) or contacting your Lippincott representative for access information and pricing. Your [feedback](#) on the site is most welcome.

## Usage Statistics

### Access Usage Statistics

- **SiteMaster** provides valuable **site usage data** for institutional customers, including reports on content and searches. You can sort and filter reports, then export reports to Excel (csv) format.
- Institutional administrators can access site usage statistics by visiting: <http://sitemaster.batesvisualguide.com>
- To gain access, use your institutional administrator username and password and you will be able to view these reports.