

ClinicalKey User Guide

An in-depth guide to **smarter searches** and **faster answers**





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1 Overview

ClinicalKey is a clinical insight engine that addresses key clinical research requirements of physicians, medical librarians, CMO/CMIOs, and healthcare professionals. It is comprehensive, trustworthy, and fast.

- **Trusted:** The authoritative medical and surgical content comes from Elsevier's vast online medical portfolio.
- search engines, thereby reducing search time.

1.1 Selecting the Best Internet Browser

You will get the best performance from ClinicalKey if you use Firefox or Google Chrome. You can also view ClinicalKey using Safari and Internet Explorer 8 and above.

1.2 Registering Your Account

You can register and use ClinicalKey as an Institutional User. After you register, you may personalize ClinicalKey by adding items to the **Reading List** and using the Presentation Maker.

To register your account:

- 1. In your institutional network or IP range, go to www.ClinicalKey.com.
- 2. In the upper right corner of the Home Page, click Register.

The ClinicalKey registration page opens.

will always appear if you are unauthenticated.

1.3 Logging Into ClinicalKey

After you register, you can login to ClinicalKey.

To login to ClinicalKey:

- 1. Go to www.ClinicalKey.com.
- 2. In the upper right corner of the Home Page, click Login. The Login box opens.
- 3. Enter your Username and Password.
- 4. Click Login.

ELSEVIER

The Home Page opens.

Note: If you have ClinicalKey access through your institution, you must be connected to the network in order to login.



Table of Contents

Comprehensive: ClinicalKey draws answers from the largest collection of clinical resources, covering every medical and surgical specialty. ClinicalKey also indexes more than 22 million MEDLINE abstracts, which are retrieved each day from the National Library of Medicine.

Fast: Smart Content, powered by Elsevier Merged Medical Taxonomy (EMMeT), enables fast discovery of answers that are more relevant than those provided by conventional clinical

Note: After you register, the Register link no longer appears on the Home Page. However, it





1.4 Logging Out of ClinicalKey

ClinicalKey automatically logs you out after 30 minutes of inactivity. You can also logout manually.

To logout of ClinicalKey:

In the upper right corner of the Home Page, click Logout.

1.5 Retrieving Your Username or Password

If you forgot your username, if the system does not recognize your email address, or if you are having any other problems accessing ClinicalKey, please contact customer support by clicking **Contact Us** at the bottom left of the ClinicalKey screen.

To retrieve a forgotten Password:

- 1. Go to www.ClinicalKey.com.
- 2. In the upper right corner of the Home Page, click **Login**.
- The Login box opens.

3. Click Forgotten your Username or Password?

The Forgotten Username or Password box opens.

8	
Forgotten username or password	
Please enter your e-mail address exactly as it was recorded in your personal profile and we will e-mail your User Name and Password to you.	
This password reminder feature is not available to Athens authenticated users.	
E-mail Address:	
Submit Cancel	

4. Enter your email address exactly as it is in your personal profile. ClinicalKey will send you an email with your Username and Password.

1.6 Navigating the ClinicalKey Home Page

After you login to ClinicalKey, you are at the Home Page (see Figure 1). From the Home Page and all ClinicalKey screens, you can search and browse. You can also use the My ClinicalKey drop-down list to access your Saved Searches, Reading List, Presentation Maker, and My Account. You can return to the Home Page from any ClinicalKey screen.



Figure 1. ClinicalKey Home Page.

To return to the Home Page:

Click the CLINICAL KEY icon in the upper left-hand corner of any screen.

2 Searching on ClinicalKey

It all starts with a simple search. The ClinicalKey Search Bar is always available, so you can easily search for content at any time. To help narrow down your search results, you can use full or partial words, phrases, and acronyms; see Table 1 for descriptions and examples of each. You can further refine your search results using filters (see Using Filters to Refine Search Results).

Search using	When
Full or partial words and phrases	You know o
Acronyms	You know tl Example: Ei heart failure





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	My ClinicalKey: From the drop-dov following features: Saved Searche Reading List Presentation N My Account	es	an access t	he Logout
СМІ	►►	My ClinicalKey 🔺	👿 John Doe	Logout
L KEY	ELSEVIE	Saved Searches Reading List Presentation Maker My Account		
CAL KEY Re	source Center to learn more		-	earch Bar nd button

or have an idea of what you are searching for, such as migraines.

the acronym and do not want to enter the full term. Enter CHF and ClinicalKey displays results for congestive e.





2.1 Searching With AutoSuggest

The Search Bar is always available, so you can search from any ClinicalKey screen.

To search ClinicalKey using AutoSuggest:

1. In the **Search Bar**, enter the first few letters of your search word/words, or use a search method in Table 1.

As you enter your search criteria, ClinicalKey's AutoSuggest feature automatically displays a list of relevant search terms (see Figure 2).

As you keep entering criteria, AutoSuggest continually refines the list of search terms.

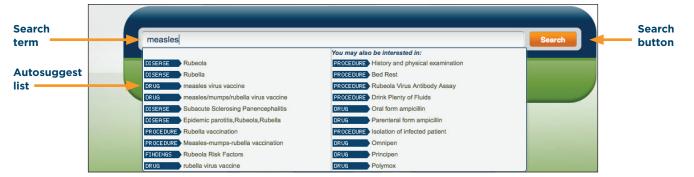


Figure 2. Search Bar and AutoSuggest Search Terms.

2. Click the best match.

The system displays the Search Results Page, which has 3 panels (see Figure 3).

Briefly, you can use the panels as follows:

- Left panel to refine your search by study type, date, specialty and content type.
- Center panel to view search results in order of clinical relevance.
- Right panel with tabs you can use to display additional information for the selected result.

For a detailed description of how to narrow down results, see Using Filters to Refine Search Results.

For a detailed description of viewing your search results, see Viewing Search Results.





Tip: Even if you make a typo in the Search Bar, when you press Enter, ClinicalKey predicts what you are searching for and suggests possible matches.

Example:

CLINICAL KEY	ELSEV	IER	cardilogy	
Saved Searches	+	÷ 🖂	I	
	~	Showing	results for "ca	Iro
Study Type		Show ins	stead for "carti	la
IIA 📕		14 4	Page 1	







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After you perform a search, on the left panel of the Search Results Page you can refine your search results by study type, date, specialty and content type. The date and relevance buttons on the toolbar let you sort results according to your preference. To remove filters and display a complete listing, you can select the All option available for each filter.

To refine your search results by study type:

1. In the **Study Type** list click one or more boxes next to the studies in which you are interested.

The boxes of the selected study types change color. The center panel displays only the selected study type.

ClinicalKey includes 4 types of study:

Systematic Reviews Meta Analysis

Randomized Control Trials Narrative Review

To refine your search results by date:

1. In the **Date** list click one or more boxes next to the publication time frame in which you are interested.

Last 6 MonthsLast 5 YearsLast 12 MonthsLast 2 Years

To refine your search results by specialty:

The left panel includes the most relevant specialties for your search criteria.

1. In the **Specialty** list click the drop-down arrow, select one or more boxes next to the medical specialties in which you are interested.

The boxes of the selected specialties change color. The center panel displays only content for the selected specialties.

2. Click the **Show More** button at the bottom of the left panel to display additional specialties, which are listed in alphabetical order (see Figure 3).

To refine your search results by content:

1. In the **Content Type** list click one or more boxes next to the types of content in which you are interested

The boxes of the selected content types change color. The center panel displays only the selected content type.

ClinicalKey includes 12 types of content:

Procedures Consult Books Images **Clinical Trials** Guidelines Journals Drug Monographs MEDLINE Videos First Consult **Patient Education The Clinics of North America**

To remove a filter:

Click the All option for the filter list.





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2.4 Viewing Search Results

After you perform a search and narrow down your results, the Search Results Page shows the most clinically relevant results for your search.

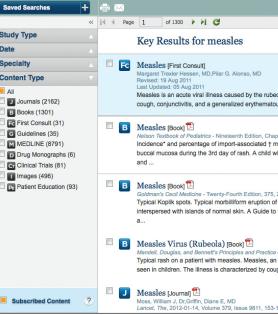
The center panel displays search results in order of clinical relevance, with the most clinically relevant result at the top. If you did not filter your search results, the default search results show all study types, all specialties, all content types and all publication dates.

The right panel displays a preview or outline of the material and has tabs you can use to view additional information for the selected result. The tabs and display will vary depending on the content type you select in the center panel, such as Books, Journals, or MEDLINE.

To preview your search results:

ELSEVIER

1. From the Search Results Page middle panel, scroll to the result in which you are interested. 2. Click the double arrows to display content preview.





	Date	Rele	evance		Reading List +	Presentation	+
Displaying results 1 to 10 of 12995 Sh	iow 1	0	 items 	;			>>
			ſ		Outline		
ola virus, characterized by fever (temperature of at least 101°F o us maculopapular rash. There is no specific treatment, but the mi vter 238, 1069-1075.e1, © 2011 easies cases, by year in the USA, 1985–2003 ‡ . Koplik spots or ith measies displaying the characteristic red biotchy pattern on hi	easle		» »	B S P	Key points Jackground Description Epidemiology Causes and risk factors Associated disorders Screening Primary prevention Summary approach Preventive measures		
2105-2107, © 2012 measles, with broad areas of confluent red maculopapular lesion the Differential Diagnosis of Measles 0 = not usually present or n of Infactious Diseases - Seventh Edition, 160, 2229-2236, © 2010 acute infaction caused by rubeola virus, is highly contagious and gh, coryza, fever, and a maculopapular rash that begins several of	to test	lly		T	Diagnosis Summary approach Clinical presentation Diagnostic testing Differential diagnosis Treatment Summary approach Medications Special circumstances Follow-up Patient education Online information for p	atients	
164			Ţ	R	Resources		Ŧ



To preview an image:

- 1. From the Search Results Page middle panel, click the **image** to the left of a title. An Image Preview screen opens with links to the image, description, and citations (see Figure 4).
- 2. Click the x in the upper right corner of the **Image Preview** screen to close the screen.

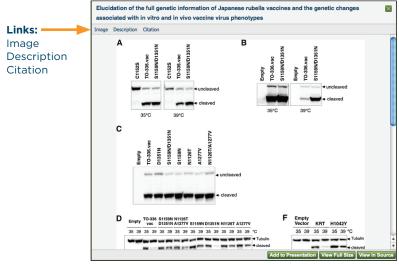


Figure 4. Image Preview Screen.

2.5 Saving and Retrieving Search Results

You can save your search results. Each time you open a saved search, ClinicalKey automatically refreshes the page and displays a list of the most recent and relevant results. You can also remove your saved search results from ClinicalKey.

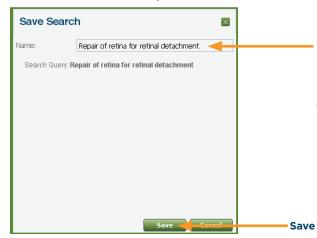
To save your search results:

1. Click the **Saved Searches + sign** in the upper left corner.





The Save Search box opens.



- 2. In the Name box, accept or change the name of the search you are saving. 3. Click Save.
- In the upper left corner a pop-up message flashes that your search is saved.
- The Saved Searches button indicates the number of searches you saved.

To retrieve your saved search results:

1. Click the **Saved Searches** button in the upper left corner. A drop-down list of saved searches opens.

Saved Searches (2) 🚽 🕂	. 	- Saved Searc
Manage Saved Searches	•	
Addison's Disease	٦	
Repair of retina for retinal detachment		
💷 🔲 Images (512)		
🔲 🗾 Journals (298)		
Rooke (190)]

2. Select a saved search.

ClinicalKey displays the search results.





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Name box

Tip: If you have filters applied to your search, it will save your search term along with those filters.

rches



To remove saved searches:

- 1. Click My ClinicalKey on the right of the menu bar.
- From the drop-down list, select Saved Searches (see Figure 5).
- 2. Click a **search** you want to remove.
- 3. In the top left bar, click **Remove From List**.
- 4. In the pop-up confirm box, click Yes.
- ClinicalKey removes the saved search.
- 5. Click the x in the upper right corner to close the Manage Saved Searches box.

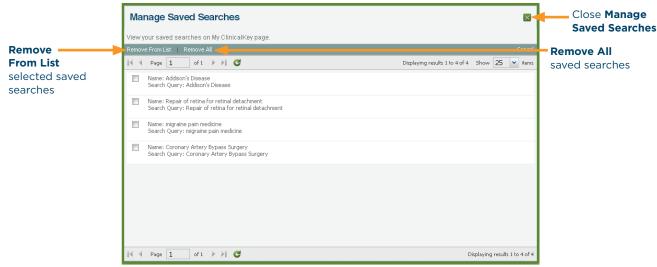


Figure 5. Manage Saved Searches.

3 Reading Content on ClinicalKey

After you select content on the Search Results Page, you can display and read it in the Content Reader. The Content Reader is the same for all content types.

3.1 Selecting Content

To select content to read:

1. From the center panel of the Search Results Page, click the **title** of your desired search result.

The Content Reader opens to display the content.



3.2 Navigating the Content Reader

Briefly, you can use the panels as follows (see Figure 6):

- such as First Consult, it displays a topic list you can expand or collapse.
- Center panel to read, share, save, or print the content
- (e.g.: references, figures, related videos).

		Print icon Email icon
Back to Search	Journals Books Practice Guidelin	R Sinusitis
Results	«	Back to Search Results 🖶 🖂 🔁 🕅 B Mandell, Douglas, and Ben
	Table of Contents Top of Article Etiology Epidemiology	Seventh Edition Gerald L. Mandell, John E. Bennett, and Rap 259, 3257-3289 Copyright © 2010, 2005, 2000, 1995, 1990, 1985
	Pathogenesis and Immunology Clinical Manifestations of Mucomycosis RHINOCEREBRAL INFECTIONS PULMONARY INFECTIONS SKIN AND SOFT TISSUE INFECTIONS GASTROINTESTINAL MUCORMYCOSIS DISSEMINATED MUCORMYCOSIS LESS COMMON PRESENTATIONS OF MUCORMYCOSIS	259 Agents of Mucormycosis a Foreasons discussed in Chapter 255, Introd inappropriate. The term zygomycosis encomp no new name has been proposed or is needed subplytum Mucormycolina capable of causin hosts. The first description of human mucormy caused by angioinvasive hyphae with a ribbor infection in the following decades relied on tiss findings of poorly septated, angioinvasive hyp mucormycosis or simply mucor infection. This order Mucorales. 2 However, the number of s improvements in culture-based morphologic in Table 259-1). 2 In fact, members of the genue TABLE 259-1 Taxonomic Organization of the Most Common
	Diagnosis	Mucormycosis
	ANTIFUNGAL SUSCEPTIBILITY	Rhizopus arrhizus (Rhizopus oryzae) Rhizopus microsporus
	Treatment ANTIFUNGAL TREATMENT SURGICAL MANAGEMENT ADJUNCTIVE THERAPIES PROGNOSIS	Rhizomucor pusillus Rhizopus stoloniler Cunninghamella bertholletiae Apophysomyces elegans
	Eiguro 6. Contont Boo	dor Panols

Figure 6. Content Reader Panels.



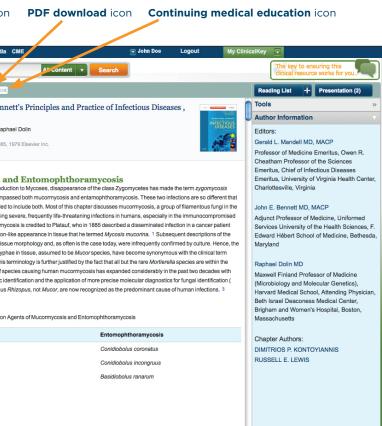




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• Left panel to view content outlines, which depend upon the type of content selected. For example, the panel can display a table of contents for an entire book or one chapter. It can display a list of all articles in a journal or an outline of one article. For some content,

Right panel to access additional information and navigation tools for content in the center panel





To read material on the Content Reader:

- 1. From the left panel, click a topic to jump to that point in the center panel content.
- Note: If the left panel does not have an outline, you can use the scroll bar in the center panel to move through the material.
- 2. From the right panel, review information associated to the content in the center panel, such as references, citations, images, and tables.
- 3. Click the "<<" or ">>" icons at the top of the right and left panels to minimize the panels.
- 4. When viewing the content reader after conducting a search you can click **Back to Search Results** to close the Content Reader and return to the Search Results Page.



Figure 7. Content Reader. Both the left and right panels are expanded.

3.3 Using the Reading List

You can use the ClinicalKey Reading List to save articles and other content then access them at a later time (see Figure 8). You can also use it to select items to print or to share with other ClinicalKey subscribers.

Tip: You can print and email selected content directly from the Reading List.

To save articles to the Reading List:

- 1. From the Search Results Page center panel, click the **check boxes** next to the articles you want to save to your Reading List.
- 2. Click the + (**plus sign**) on the right of the Reading List button.

Tip: You can also add any article to your Reading List from the Content Reader.

- A pop-up message will indicate that you added an item to the Reading List.
- ClinicalKey updates the number of articles in the Reading List







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To access articles from the Reading List:

- 1. Click the **Reading List** button.
- The Reading List opens (see Figure 9).
- Tip: You can also access the Reading List from the My ClinicalKey drop-down list.
- 2. Click the title of the article you want to read.

Reading List
View your reading list on My ClinicalKey page.
Remove From List Print Email Remove All
A Page 1 of 1 🕨 🕅 🤁
Kinusitis (First Consult) Alexander Chester, MD, David R. Goldmann, MD, Dennis F. Saver, MD, Fred F. Ferri, MI The goals of treatment are to relieve symptoms in patients with acute sinusitis;
B Sinusitis [Book] Mandell, Douglas, and Bennett's Principles and Practice of Infectious Diseases - Sever Selected features of the anatomy of the drainage system of the maxillary sinus,
B Sinusitis [Book] Nelson Textbook of Pediatrics - Nineteenth Edition, Chepter 372, 1436-1438.e1, © 201 Coronal CT scan of normal 3 yr old child. Arrows point to middle meatus. E, eth
B Allergic Rhinitis and Sinusitis
A A Page 1 of 1 → → C
Figure 9. Reading List.

To remove articles from the Reading List:

- 1. Click the **Reading List** button.
- The Reading List opens (see Figure 9).
- 2. Click the **check box** of the article you want to remove.
- 3. Click the **Remove From List** button.
- 4. In the pop-up confirm box, click Yes.
- 5. Click the x in the upper right corner to close the **Reading List**.

3.4 Sharing ClinicalKey Content With Patients

You may share patient education handouts with patients for personal, noncommercial use. You can share information by printing it and giving patients a hard copy and by downloading it as a PDF. See Printing, Downloading, and Emailing Content From ClinicalKey.



The article opens in the Content Reader. See Navigating the Content Reader.

Cancel
Displaying results 1 to 4 of 4 Show 25 💉 items
D, FACP,Jane L. Murray, MD,James L. Demetroulake estore patency to the nasal passages and aid d ath Edition, 58, 839-849, © 2010 as shown on a computed tomographic scan. Th
1 moid sinuses; M, maxillary sinuses. Acute left m
Displaying results 1 to 4 of 4





3.5 Printing, Downloading, and Emailing Content From ClinicalKey

You can print any content on ClinicalKey, excluding medical textbooks, and download any material that has a PDF icon to the right of its name in the center panel.

You may print or download content from the site for your own personal, noncommercial use, provided you keep intact all copyright and other proprietary notices. You may not engage in systematic retrieval of content from the site to create or compile, directly or indirectly, a collection, compilation, database, or directory without prior written permission from Elsevier.

To print content from the Content Reader:

- 1. Display the content you want to print in the Content Reader center panel (see Figure 6).
- **Tip:** Always use the ClinicalKey print icon to print your content. Other methods of printing can produce blank pages.
- The Print Preview screen opens.
- 2. On the left, select printing options, such as range of pages and number of copies.
- 3. Click Print.

To download PDF content from the Content Reader:

To download a PDF there must be a PDF icon to the right of the title in the Search Results Page center panel.

1. From the Search Results Page, click the **title** of the **PDF** content you want to download.

The content opens in the Content Reader (see Figure 6).

Click the PDF icon to download the content

ClinicalKey saves the PDF in your **Documents Downloads** folder.

Tip: You can download content directly from the Search Results Page by clicking the PDF icon next to a title (see Figure 3).

To email content from ClinicalKey:

- 1. Display the content you want to email in the Content Reader center panel (see Figure 6). Click the email icon. An **Email Citations** window opens (see Figure 10).
- 2. Enter the recipient's email address, subject, your email address, and an optional message. ClinicalKey automatically attaches the selected content to the email.
- 3. Click Send.

A message indicates your email was sent successfully.

4. Click the **x** in the upper right of the box to close it.

 Required) 	
• To:	Multiple emails. Use a comma between addresses.
 Subject: 	
Hessage:	
recoupe.	
*Your Email:	Used as from email address to the recipient.
Send Ca	
Search Term: "Sinusi	
1 (tem)s)	

Figure 10. Email Citations Window

Tip: Recipient must have ClinicalKey to view full content.



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3.6 Citations

You need to cite all articles and books from ClinicalKey according to the American Medical Association Manual of Style, 10th Edition (http://www.amamanualofstyle.com).

In citations for drug monographs, images, and patient education materials, include the copyright holder, the title of the material, a reference to ClinicalKey with the appropriate website address, and the date you viewed the material.

In citations for material original to First Consult, include the title of the material, the type of article, a reference to ClinicalKey with the appropriate website address, and the date you posted and viewed the material.

4 Creating Presentations From ClinicalKey

You can use the **Presentation Maker** to dynamically share the latest medical and surgical information with colleagues and care teams by exporting text and images to PowerPoint.

4.1 Using the Presentation Maker

To add images to the Presentation Maker:

- want to add to the Presentation Maker.
- panel).
- Add to Presentation at the bottom right of the window (see Figure 11).

A pop-up message indicates you added an item to the Presentation Maker.

ClinicalKey updates the number of images in the list.



Figure 11. Image Display Window.





1. From the Search Results Page center panel, click the **check boxes** to the left of the images you

2. Click the + (**plus sign**) on the right of the Presentation button (upper right corner of the right

Tip: You can also drag and drop any image from the center panel to the Presentation button. Or you can click an image in the Search Results Page to display it in a window and click





To view images in the Presentation Maker:

- 1. Click the **Presentation** button.
- The Presentation Maker opens (see Figure 12).
- Tip: You can also access the Presentation Maker from the My ClinicalKey drop-down list.
- 2. View the images.
- 3. Click the x in the upper right corner to close the **Presentation Maker**.

To remove images from the Presentation Maker:

- 1. Click the **Presentation** button.
- The Presentation Maker opens.
- Tip: You can also access the Presentation Maker from the My ClinicalKey drop-down list.
- 2. Click the image you want to remove.
- 3. Click the **Remove From List** button.
- 4. In the pop-up confirm box, click Yes.
- 5. Click the x in the upper right corner to close the **Presentation Maker**.



Figure 12. Presentation Maker Window

4.2 Creating a Presentation in PowerPoint

You can share images from ClinicalKey by creating a PowerPoint presentation with them.

To create a PowerPoint presentation with ClinicalKey images:

- Using the Presentation Maker.
- 2. Open the **Presentation Maker**.
- 3. Click the Export to PowerPoint button. ClinicalKey downloads the PowerPoint.
- 4. Click the x in the upper right corner to close the Presentation Maker.
- 5. View your PowerPoint presentation.

4.3 Citations

The Presentation Maker will automatically insert citations.

4.4 Permissions

Authorized users of ClinicalKey have permission to use content from the site in presentations for noncommercial use. You must keep intact all copyright and other proprietary notices.

5 Browsing in ClinicalKey

Rather than searching for specific content, you can browse through ClinicalKey's extensive collection of journals, books, practice guidelines, patient education, drug information, and multimedia. The ClinicalKey browse menus are always available. This section describes how to browse journals, books, images, and videos.

Journals Bo	oks	Practice Guidelines	Patient Education	Drugs	Multimedia	CME	<
CLINICAL	KE	Y ELSEVIER	measles				

To select the type of content to browse:

On the menu bar, click the type of content you want to browse.





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1. Add all the images you want for your presentation to the ClinicalKey **Presentation Maker**. See

Menu bar		
	My ClinicalKey	
Search		is Tell



5.1 Browsing Journals

To browse journal articles:

- 1. Click Journals on the Browse menu.
- The Journals browse screen opens (see Figure 13):
- The left panel displays a Journal Title search box, alphabet filters, and a list of specialties and the number of journals available in each. The **Show More** link will display additional specialties.
- The center panel displays a complete list of journals in ClinicalKey, in alphabetical order by name.



Figure 13. Browse Screen With Journal Specialties and Titles.

- 2. To narrow down the list of journals, you can do the following in the left panel:
 - In the search box, type part or all of a journal title.
 - Click an alphabet letter, A to Z, to see journals whose names begin with that letter.
 - Click the Show More link to display additional specialties.

Tip: Click alphabet All and specialty All to display a complete list of journals.



3. In the center panel, click a journal title.

The left panel displays the journal by year and volume number and issues within each volume. The center panel displays an annotated list of articles for the selected issue (see Figure 14).

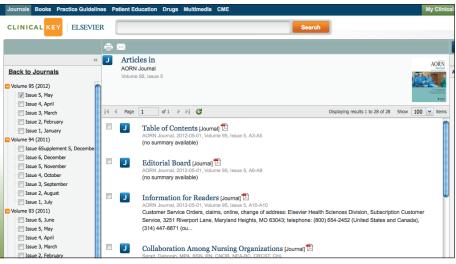


Figure 14, Browse Screen With Journal Volumes and Issues

4. In the left panel, click a checkbox next to an issue. The center panel displays a list of articles in the selected issue.

5. Click an article title.

- The left panel displays an outline of the article.
- The center panel displays the article content.
- The right panel displays tabs with additional information.
- 6. Scroll through the article by clicking topics in the left panel or using the scroll bar.

5.2 Browsing Books

To browse books:

1. Click **Books** on the Browse menu.

- The Books browse screen opens:
- specialties.
- by name.





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The left panel displays a Book Title search box, alphabet filters, and a list of specialties and the number of books available in each. Click the Show More link to display additional

The center panel displays a complete list of books in ClinicalKey, in alphabetical order



- 2. To narrow down the list of books, you can do the following in the left panel:
 - In the Search box, type part or all of a book title.
 - Click an alphabet letter, A to Z, to see books whose names begin with that letter.
 - Click boxes next to specialties. Click the Show More link to display additional specialties.
 - Tip: Click alphabet All and specialty All to display a complete list of books.
- 3. In the center panel, click a **book title**.
 - The center panel displays a list of chapters and brief summaries.
- 4. Click a chapter title.
- The left panel displays an outline of the chapter.
- The center panel displays the chapter content.
- The right panel displays tabs with additional information.
- 5. Scroll through the chapter by clicking topics in the left panel or using the scroll bar.

5.3 Browsing Multimedia

To browse images and videos:

- 1. Click Multimedia on the Browse menu.
- The Multimedia browse screen opens (see Figure 15):
- The left panel displays a list of specialties and media types along with the number of each. Click the **Show More** link to display additional specialties.
- The center panel displays thumbnails for all images, tables, charts, and videos in ClinicalKey.

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Figure 15. Multimedia Browse Screen With Images and Videos.

- 2. To narrow down the list of images and videos, you can do the following in the left panel:
 - Click boxes next to specialties within the Show More link.
 - Select either images or videos media type.
 - Tip: Click All for specialty and media type to display a complete list of multimedia.





Smarter search. Faster answers.



- 3. In the center panel, click an **image** icon.
- 4. In the center panel, point to a video icon and click the link under the icon. The video screen opens where you can run the video.

6 Appendix

6.1 Account Maintenance

To view the ClinicalKey Privacy Policy, Registered User Agreement, and Terms and Conditions: Click the following links: Privacy Policy, Registered User Agreement, and Terms and Conditions

- OR
- Click the links in the footer bar of any ClinicalKey page.



An Image Preview screen opens with links to the image, description, and citations (see Figure 4).





6.2 Contacting Customer Support

A link to customer support appears at the bottom left of every ClinicalKey screen. Please note that customer service hours vary by country.

To contact customer support:

Click Contact Us at the bottom of the screen.

The Contact Us screen opens with information on how to contact customer support and the hours of service.

Non-institutional Customer Service:	e-mail: ck.customerservice@elsevier.com
	telephone US toll-free: (800) 401-9962
	telephone Non US toll-free: (314) 447-8200
	telephone service hours: 24 hours a day, 7 days a week, excluding United States holidays
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