

FAQ's

Q. What is Penn State Health's Idea Exchange?

A. Penn State Health's Idea Exchange is a community of people who share feedback by participating in short online surveys. Individual responses are confidential and information is only analyzed in summary form, with responses grouped together. Panel members are contacted once or twice a month. The information influences decision-makers at Penn State Health.

Q. What is the purpose of the Community?

A. The purpose of the Community is for Penn State Health to receive high-quality input from you, as part of our engaged, representative group of customers. We strongly trust and appreciate your opinion which will be a valuable element to help Penn State Health make decisions at all levels and on a variety of topics.

Q. What are the benefits of becoming a member?

A. Be an important part of helping us improve the services we provide by influencing decisions at Penn State Health. Community members will receive results. Community members are those individuals who have registered and decided to participate in our Idea Exchange community. Learn about improvements made as a result of your feedback.

Q. Who is eligible to join?

A. In order to join, individuals should have an interest in influencing services, patient communication and patient experiences at Penn State Health. Individuals who are at least 18 years of age and reside in the state of PA may join.

Q. What information is required to join the community?

A. New members need to complete a new member survey. This new member survey will gather demographic information, including your age, where you live, marital status, and other important information. We ask these questions to make sure that we are including the opinions and views from a wide range of people and so that we know which surveys would be relevant to send to you. Your individual responses will be anonymous and kept confidential.

Q. Will my information be private?

A. Yes. When you participate in a Penn State Health Idea Exchange survey, your individual survey responses will be confidential. The information you provide will be reviewed only as aggregate data, in summary form, combined with other responses. Your member information will not be sold, traded or transferred to third parties.

Q. Will my Penn State Health Idea Exchange profile and survey responses become part of my Penn State Health medical record (or employee record, if applicable)?

A. No. Your self-reported personal profile data and any other information you provide, including your individual survey responses, will not be linked to any other Penn State Health data, including your medical record (and/or employee record, if applicable). For more information, please view our Privacy Policy.

Q. How long will I be a member?

A. You may remain in the community as long as you complete at least one survey every six months. You may remove yourself from the community at any time by logging in and updating your profile information to unsubscribe from the community. You can also unsubscribe by selecting the “unsubscribe” link at the bottom of any of our email communications.

Q. Can employees of Penn State Health or their entities participate?

A. Yes! We value our faculty/staff feedback. If you are an employee, we encourage you to participate in surveys, but share your experiences as a patient. In addition, some surveys will be sent to only faculty/staff of Penn State Health and its entities.

Q. Do I need to be a current or former patient in order to participate?

A. No. We are interested in your feedback even if you have not been a patient of Milton S. Hershey or St. Joseph’s Medical Center.

Q. Why did I receive an invitation to take a survey?

A. You received an invitation to join the Community in which you were asked to indicate your consent to become a community member. As member of our Community we really value your opinion and we therefore invited you to take this survey.

Q. How will the company use the survey results?

A. Survey results will be presented to our business units and will be discussed internally. Recommendations will be followed and thanks to your contribution new action plans will be taken accordingly. Please be informed that we will share the overall survey results with our community members, when relevant.

Q. Will anyone ever see my individual results?

A. No. The information is for Penn State Health internal use and statistical purposes only.

Q. My password is not working when I return to the portal page.

A. If you have been re-directed to the community portal page after completing the questionnaire, you do not need to login to submit your answers. They are already registered. You are re-directed to the community portal page by default should you wish to update or change any of your account information. If you have not yet received and clicked the link in your email to confirm your registration, you will not be able to log into the

Community. Check your email for this confirmation and follow the steps to complete your entrance into the community. When logging in, make sure you don't enter any unnecessary spaces before or after your email address or password. The system reads blank spaces as extra characters.

Q. I can't remember my password.

A. If you cannot remember your password, simply click on the "Forgot Password" button on the community login page and enter your email address into the required field to have it emailed to yourself. If you continue to experience problems you can click on the "Submit my issue to the support team below", and ask for assistance.

Q. I can't login, I get an "email does not exist" message when I try to login.

A. If you did not complete the first study you were invited to and click the link in your confirmation email, you are not fully registered in the community. If you have completed these steps and still cannot login, try closing the portal page and returning in a few minutes.

Check your Inbox and Junk Mail folder for the confirmation email; depending on your email provider, it may have been directed to your Junk Mail folder.

Q. I am not needed to complete this study. Why?

A. We thank you for your active participation in the community.

Each community is made up of a number of categories with a specific quota to ensure the community distribution is accurately represented. It can be that, based on the answers that you have submitted, one or more of the categories that you fall into has already been filled.

Q. I didn't receive the confirmation e-mail.

A. This may be the result of one of two things:

1. Depending on your email provider and your personal email settings, some emails sent from an automated system may be diverted directly into your Junk Mail folder. To avoid this, you can add our address to your safe list or address book.
2. Please check if you may have entered your email address incorrectly, in which case your confirmation may have been sent to an invalid address. If this has happened, you will need to fill out the questionnaire again. Always type carefully when you respond to survey questions to avoid this from happening.

Q. I would like to unsubscribe.

A. At any time you may click on any of the "To unsubscribe click here" links, which you can find at the bottom of all our email communications. An unsubscribe confirmation page will launch, please click on the 'unsubscribe' button to confirm.

Q. I would like to update my email address.

A. You may change your email address anytime by simply logging into the community and clicking "change email" under the "User Profile Information" section.

Q. How do I log back into Penn State Health Idea Exchange community?

A. If you wish to log back into Penn State Health Idea Exchange community, save the login page URL: [%PortalUrl%] in the favorites tab of your browser or in a place where it is easily retrievable.

When on the login page, you will need your login details: the email* and password that you set most recently (or when signing up as a member).

*Please note that you can check the "Remember Me" box on the login page so that your login email is saved for the next time you wish to sign in to Penn State Health Listens (or Penn State Health Forum) community. If you are having trouble remembering your password, you may click "Forgot password?" and login details will be sent to your email address.