

## FAQs

### **What is the purpose of the Hoag Advisory Panel?**

- This community was created for patients, family members, and our community to share their opinions and give us feedback on various topics related to Hoag and healthcare. We intend to use this feedback to build a better healthcare experience for our patients.

### **Who is in the community?**

- Membership in the community is open only to those who have been Hoag patients and family members in the last two years, reside in the United States, are 18 years of age or older and who have some level of influence in making decisions regarding their family's healthcare.

### **How frequently will I be invited to share my opinion?**

- Members will be contacted via email once or twice per month and invited to complete short online surveys or participate in discussions. Members may not get all surveys, since only a set number of invitations are sent for each activity.
- Participation in the community is at-will – you are under no obligation to participate. However, if you do not participate in any surveys or discussions after several invitations, we may consider you an inactive member. Inactive members may be removed from the community.

### **How will I know if there is a survey or discussion for me to participate in?**

- You will receive an email invitation whenever there is an activity you have been invited to participate in.

### **What can I expect from this community?**

- You can expect discussion forums, surveys, and activities that will help us better serve our patients and their families by ensuring your voice is heard when we make certain decisions.

### **What should I share? What shouldn't I share?**

- While stories and anecdotes about healthcare are always more interesting, the intent of this community is not to single out individuals or specific facilities about past experiences.
- Do not share any information that you want to keep private.

- Specifically, exercise caution when posting medical information in the community and do not disclose personally identifiable information like your location, medical record number, financial information, etc.

#### **Are members in this community censored?**

- This community is meant to be a positive and healthy experience. While the community is not intended to need any kind of censorship, the need may arise from time to time to edit abusive or detrimental conduct to protect individuals (both inside and outside of this community).

#### **Who will have access to the information I share?**

- The Hoag Experience Team will use information you and others share to identify themes with the goal of continuous improvement of the Hoag experience. Your specific information will remain confidential, and will not be shared with hospital staff or anyone else.
- The Vision Critical Customer Support team will have access in order to monitor engagement.
- Vision Critical technical teams have access in order to help troubleshoot.

#### **How do I opt out of the community?**

- There will be an unsubscribe link on all communications sent. You can unsubscribe at any time by emailing [support@hoagadvisorypanel.org](mailto:support@hoagadvisorypanel.org)