

Community FAQ's

FAN Insiders

Q: What is FAN Insiders?

A: FAN Insiders is a virtual extension of our Family Advisor Network (FAN) – a positive, solutions-oriented collaborative of current and former Children's Health patients, their families, and our team members. Members are invited to participate in activities and surveys to weigh in on numerous and diverse subjects, including planning and design, quality of care, naming decisions, design concepts, website content, and patient family experience to name a few.

Q: Why should I join FAN Insiders?

A: By joining FAN Insiders, you will have the opportunity to influence and shape the future of our health system! Through various means, including surveys and discussion forums, we'll ask for your input on a wide variety of topics. Your responses will help guide real change, and we will share with you how your input made a difference.

Q: What if I have a complaint or grievance?

A: While we do look at all the feedback given to us from families, we are not able to address complaints or grievances. If you have a complaint or grievance, please contact our care line at 214-456-2273.

Q: Who can join FAN Insiders?

A: Caregivers that have a child that was seen at Children's Health in the past 3 years can join FAN Insiders.

Q: How do I join FAN Insiders?

A: You must create an account to sign up and complete the recruitment survey. Soon after you will receive a welcome survey in your email. After completing the welcome survey, you will be an official FAN Insider.

Q: How often will I be able to participate in a survey or activity?

A: We make every effort to keep our members engaged; however, the frequency of surveys and activities will depend on what decisions or improvements Children's Health is considering at the time. On average, you can expect 1-2 surveys or activities per month.



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Q: How will I know when there are activities for me at FAN Insiders?

A: You will receive an email notification when you have a survey or another activity available for you. The email will provide a link or instructions on how to get to the survey or activity. A closing date for the survey will typically be included in the email so you will know how long it is available. You will also be able to see any activities waiting for you in the member hub.

Q: How will the information gathered in the studies be used?

A: Your feedback will impact decisions that shape the future direction of Children's Health. We want to ensure that we provide the best care and service, so we seek the opinions of those who matter most – you! Your information will be used in accordance with our [Privacy Policy](#).

Q: Will I get to see the results of the different surveys?

A: Since your feedback is incredibly valuable to us, we will be sharing the insights that we gain from most of the research we are working on. Look for these results in the member hub.

Q: Does my opinion really matter to the people in charge?

A: Absolutely! We at Children's Health value your input. We seek your opinions when we make decisions about the future of our health care system. We want to hear our family voice and FAN Insiders is an excellent way for you to have your opinions heard.

Q: What new things can I expect from FAN Insiders in the future? **A:** We are constantly working to improve this experience by having current polls and surveys as well as providing an occasional discussion forum for members to interact with one another.

Q: What if I need help completing the survey?

A: To get technical help while filling out a survey, please feel free to send an email to support@insiders.childrens.com. We are committed to getting back to you within 24 business hours. If you do leave a survey to seek help, you'll be able to return at the point you left the survey.

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Q: How do I change my password?

A: For privacy reasons, only you can access your password. To change your password:

Go to support@insiders.childrens.com enter your email address and click on the option "Forgot password". An automated email will be sent to reset.

Q: How do I request to be removed from FAN Insiders?

A: Please click on the "remove me" link at the bottom of your last email from us. Alternatively, you can email us at support@insiders.childrens.com and we can remove you manually. Unsubscribing from FAN Insiders only cancels your membership and communications from the community. To unsubscribe from general Children's Health communications email info@childrens.com

Q: What should I do if I have a question that was not addressed on this page?**A:** Please email us at support@insiders.childrens.com