

## Thank you for your interest in joining Mass General Brigham Patient Voice

Additional information about the community and who is eligible to join are included below along with answers to several frequently asked questions and a link to our full privacy policy and terms of use.

**Ready and eligible to join? Click [here](#)**

### What is Mass General Brigham Patient Voice?

Mass General Brigham Patient Voice is an exclusive online community where patients within Mass General Brigham can share their thoughts and ideas on a variety of health care related topics through surveys, discussion boards, and more. While we welcome your comments and ideas on how we can improve the patient experience, this community is not designed to be a forum for discussing specific medical issues. Any questions, comments, or complaints regarding your medical care should be directed to your care provider(s). This is not a customer service channel and the Mass General Brigham Patient Voice team is not able to offer care advice or assist with scheduling your care.

### Why should I join?

Your insights will help us to improve our operations. As a Mass General Brigham patient, we value those who know us well and therefore can provide thoughtful feedback to our questions. Mass General Brigham will use your feedback as an input into the creation and enhancement of our offerings and the way we communicate about them.

In return for your participation, you'll hear about our latest news, products and services. We'll also let you know highlights from the responses to our surveys, focus groups, and discussions. Three (3) recruitment prize drawings will be held for the opportunity to win one (1) \$250 prize per drawing (for a total of three (3) \$250 recruitment prizes). Monthly drawings will also be held for the opportunity to win one of two (2) \$100 prizes per month.

### Who is eligible to join?

To qualify for our online member community, you must be:

- Between 21 and 85 years of age
- Live in Massachusetts
- Receive care at one of our hospitals or affiliated locations
- A Mass General Brigham Patient Gateway user
- In charge of your own health care decisions
- Cannot be a Mass General Brigham employee or an employee of a Mass General Brigham hospital or hospital affiliate

### How do I become a member of Mass General Brigham Patient Voice?

You can join the Mass General Brigham Patient Voice community by clicking on the recruitment link

found in the “What’s New” section of the Mass General Brigham Patient Gateway portal. We will also periodically send out emails to Patient Gateway users through the portal that include a link to join the community.

## **How often will I be contacted?**

We know how busy you are and therefore will only email you 2-3 times per month to ask you to participate in activities that match your profile and interests. However, you can log on to Pass General Brigham Patient Voice whenever you want to see our latest engagement activities and what we’ve shared.

## **Do I get to see the results of the different surveys?**

Yes! We will periodically share some of the results of our surveys on the Mass General Brigham Patient Voice member page.

## **Can others see what I say?**

Survey results will always be viewed in aggregate. Individual text responses provided as part of a survey will be de-identified and will not be shared with community members. Please be aware that any information, ideas or opinions you choose to publish on or through the discussion boards, live chats, focus groups, and comment fields on the user hub page of our site are publicly available and may be seen by other members in the community.

## **Community Rules**

***Be respectful.*** As the community involves a diverse group of members, please be considerate when you engage with it. Members should strive to keep the tone of the community positive and avoid language that may be considered rude, abusive, or intimidating. This includes having a tone that is critical, derogatory, or otherwise negative toward others or in general. We reserve the right to remove any post at any time for any reason. We also reserve the right to limit or suspend the access of any participant who violates these guidelines.

***Be thoughtful.*** When posting in the community, please remember that other community members may see what you post. Therefore, **DO NOT** post any personal health information within the community space that you do not wish for others to see. We reserve the right to remove any posts containing personal health information. Please see more directly below regarding confidentiality and security.

## **How do you keep my information confidential and secure?**

Your privacy is very important to us. We have industry standard processes and procedures in place to protect your data. Our processes are consistent with market research and health care industry standards and comply with all applicable state and federal privacy and security requirements.

Please note: If you choose to engage in an online focus group, discussion board, or live chat, the information you provide will not be protected by or subject to the Mass General Brigham, Inc. privacy

and security policies described in these Online Community Terms and Mass General Brigham, Inc. disclaims any responsibility for maintaining the privacy and security of such information. If you choose to share comments via the user comment field on the member hub page, share a link to content outside of the member hub page, upload a file, or leave any comments to posts within the community, the information you provide will not be protected by or subject to the Mass General Brigham, Inc. privacy and security policies described in these Online Community Terms and Mass General Brigham, Inc. disclaims any responsibility for maintaining the privacy and security of such information. For more information, please find our privacy guidelines: [here](#).

## **Can I stop participating in Mass General Brigham Patient Voice?**

Yes. Every email you receive will include an unsubscribe link, so you can opt out of participating in Mass General Brigham Patient Voice at any time.

## **I used to be a member of Mass General Brigham Patient Voice and want to re-join.**

If you want to rejoin our exclusive online community, just contact member support: [support@massgeneralbrighmpatientvoice.org](mailto:support@massgeneralbrighmpatientvoice.org)

## **How do I update my profile?**

Simply log into [www.massgeneralbrighmpatientvoice.org](http://www.massgeneralbrighmpatientvoice.org) and select "My Profile" in the top right corner of your home page.

## **How do I change my display name?**

When logged in, please click on your avatar found in the upper right-hand corner of the hub page. From there you can click on account settings and edit the "Full Name" field.

## **Who is Alida?**

Mass General Brigham has partnered with industry-leader Alida to create and manage this online member community. Learn more about Alida on their [website](#) .