



Patient FAQs

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Chapter Overview

This chapter explains how to create and manage patient FAQs that appear in Patient View.

The topics in this chapter include the following:

- [“Patient FAQs”](#)
 - [“Features of the Patient FAQs Page in Admin View”](#)
 - [“Create a New Patient FAQ”](#)
 - [“Bulk Import FAQs”](#)
 - [“Edit or Delete FAQs”](#)

Patient FAQs

Patients ask care staff many questions during their stay. Some of these questions are common to all patients. Care staff is less efficient if they spend their time answering the same questions over and over again. Patient View can help reduce the number of questions that care staff are asked by displaying a list of frequently asked questions (FAQs) about the hospital and its services.

FAQs can cover generic questions about the hospital as well as about its units/departments. The following are examples of generic questions about the hospital:

- “When are visiting hours?”
- “When is the gift shop open?”
- “What time is breakfast served?”
- “How do I order meals?”
- “How do I contact a chaplain?”

Units may also want you to add their own list of questions specifically for patients staying in their unit. The Dialysis unit, for example, may want to add questions similar to the following:

- Can my spouse or friend attend my treatment?
- What should I wear to my treatment?

- Can I drive myself home after treatment?
- Can I eat and drink anything I want after treatment?
- How often are Hemodialysis treatments?
- If I catch a cold or the flu, do I continue treatments or wait until I am feeling better?

FAQs can be further targeted to a specific gender or age group within the hospital or unit. For example, a question about sexual activity after dialysis should be restricted to “Above 13”. Similarly, a question about breast-feeding during dialysis could be restricted to “Female” and “Above 13”.

Consult with each unit/department when creating the FAQs in order to capture the types of questions asked, their answers, and the appropriate audience for each question.

Features of the Patient FAQs Page in Admin View

You will create patient FAQs in Admin View. The Patient FAQs page has the following features:

- **Unit configuration:** FAQs can be created solely for units/departments and mapped to a department ID. Department IDs are pulled from EMR and appear in the drop-down menu located on the upper right corner of the Patient FAQs page.
- **Bulk import:** The Patient FAQs page has bulk import functionality. The format of the file that you need is provided in the Actions menu. Choose **Download FAQs** to download the csv file to your desktop. Add new questions and answers to the file and then import the revised file back into Patient FAQs using the **Import FAQs** button in the Actions menu. The bulk import functionality is also useful when you need to edit multiple questions and answers. Download the csv file, edit the entries, save the file, and import the saved file back into the Patient FAQs page.

Create a New Patient FAQ

Follow the steps below to add a patient FAQ to Admin View:

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- Step 1** Choose **Patient FAQs** from the Patient TV menu.
 - Step 2** If the question is specific to a unit/department, choose the department ID from the drop down list in the upper right corner of the Patient FAQs pane. If you do not choose a unit/department, the question will be shown to all patients in the hospital if age or gender is not specified.
 - Step 3** From the Actions menu, choose **Create FAQ**.
 - Step 4** Enter a question.
 - Step 5** Enter its answer.
 - Step 6** Choose a gender or age group if it is desirable to restrict the FAQ to a particular audience such as adults or women.
 - Step 7** Save the FAQ.

The question and answer will appear on the FAQ page of Patient View.

Bulk Import FAQs

The bulk import option is available when you want to add many FAQs or when you want to edit multiple existing FAQs.

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- Step 1** Choose **Download FAQs** from the Actions menu.
 - Step 2** Open the spreadsheet.
 - Step 3** Add the questions and answers to the spreadsheet - one per row.
 - Step 4** Save the file as “CSV (comma delimited)” to your desktop.
 - Step 5** Choose **Import FAQs** from the Actions menu.
 - Step 6** Find the spreadsheet, and click the **Open** button.
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Edit or Delete FAQs

If you want to modify a FAQ, click the **Edit** button at the bottom of the entry.

To delete a FAQ, choose the FAQ and then click the **Delete** button at the bottom of the screen.

