

## FAQs

Following are some answers to Frequently Asked Questions. If you have a question that is not addressed here or you need help, please visit Technical Support.

### GENERAL

#### What is LG Health Listens 2U?

LG Health Listens 2U 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.

#### What is the purpose of the community?

The purpose of LG Health Listens 2U is to provide a way to gather opinions and ideas from an engaged group of people. This insight is used to help drive business decisions to improve the care and experiences we provide at Lancaster General Health.

#### What are the benefits of becoming a member?

As a result of joining LG Health Listens 2U, you will:

- Be an important part of helping us improve the services we provide by influencing decisions at Lancaster General Health.
- Receive results about what other people like you think.
- Learn about improvements made as a result of your feedback.
- Be entered into prize drawings! Every quarter, we will give away a \$100 Gift Card (Amazon e-gift card, Giant Food, or Target). Every time you complete a survey, you will be entered into a quarterly drawing. The more you participate, the more entries you receive. Every quarter, we will conduct a random drawing from the entries received in that quarter. For more information, please view our Sweepstakes Rules.

#### How does the community work?

- To join the community, you will complete a new member survey and receive a confirmation email. Please see **“How do I become a member?”** below.
- Once you are a member, we will email you links to surveys about once or twice a month, on average. Follow the links to complete the surveys.
- We will occasionally share survey results with you, as well as information on changes we make as a result of the community’s feedback.
- You will automatically be entered into the quarterly sweepstakes each time you complete a survey.

## **JOINING LG Health Listens 2U**

### **Who is eligible to join?**

In order to join, individuals should have an interest in influencing services, patient communication and patient experiences at Lancaster General Health. Individuals who are at least 18 years of age and reside in the state of PA may join LG Health Listens 2U.

### **Do I need to be a current or former patient in order to participate?**

No. We are interested in your feedback even if you have not been a patient of Lancaster General Health recently, or ever.

### **Can employees of Lancaster General Health participate?**

Yes! We value our employees' feedback. If you are an employee, we encourage you to participate in surveys to share your experiences as a patient. In addition, some surveys will be sent only to employees to gather feedback on employee-only experiences.

### **What are the expectations of being a member?**

We encourage you to complete as many surveys as you are invited to take. For each survey you complete, you will be entered into the sweepstakes drawing.

### **How do I become a member?**

Join now or visit [LGHealthListens2U.org](http://LGHealthListens2U.org) and select the "Join LG Health Listens 2U" button under the Welcome message. You will be directed to the new member survey. As soon as you complete the survey, an email will be sent to you for confirmation. Once you click on the link in the email to confirm, you will officially become a member of LG Health Listens 2U!

### **What information is required to join the community?**

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.

### **For what length of time will I be a member?**

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.

## **MEMBER PRIVACY**

### **Will my information be private?**

Yes. When you participate in a LG Health Listens 2U 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.

**Will my LG Health Listens 2U profile information and survey responses become part of my Lancaster General Health medical record (or employee record, if applicable)?**

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 Lancaster General Health data, including your medical record (and/or employee record, if applicable). For more information, please view our Privacy Policy.

**SURVEYS**

**What topics will be covered in the surveys?**

Survey topics may include, among others:

- Patient care experiences
- Identifying better ways to communicate with patients
- Service improvements
- New service ideas
- Advertising concepts
- Online content and design

**How do I complete a survey?**

You will be sent an email invitation once a survey is available. Simply click on the link provided in the email and complete the survey online. Or, log in to LGHealthListens2U.org with your email address and password and you will be directed to your member page. Your member page will contain links to available surveys under the heading “My Activities.”

**How often will I receive invitations to surveys?**

Members will be contacted by email about once or twice a month on average and asked to complete short online surveys. Based on the information you have provided, we may determine that some surveys don't apply to you and you will not be asked to participate. At different times, you may hear from us more or less frequently.

**How long will it take to complete a survey?**

Survey length will vary based on the topic, but our goal is to keep each survey under 20 questions so that it takes no more than 10 minutes on average to complete.

**How long will I have to complete a survey?**

When we send out a survey invitation, we will indicate the time frame for completion. Members will usually have 3 to 7 days to complete a survey.

**How do I know if my survey responses were received?**

If you are returned/redirected to the main community page after completing a survey, your responses were submitted. If you are concerned that your responses may not have been received, you can check through the following options.

- Click on the survey link in your email invitation. If the survey was not completed, the remaining questions will appear for you to complete. If any other page is shown, the survey was completed and your responses were received.
- Log in to the community and look under “My Activities.” If this survey is still in your list of surveys for completion, the survey was not completed and your responses were not received. Please link to the survey to complete.

### **Will surveys be conducted in languages other than English?**

At this time, surveys will only be offered in English.

### **How do members receive information about the surveys they complete, including results and improvements?**

Results from surveys are shared with decision makers at Lancaster General Health. Select study results and service improvements will be shared with members through the “News” page on LGHealthListens2U.org and through email.

## **LOGGING IN**

### **How do I log in to the community?**

Visit LGHealthListens2U.org. There is a Member Login option in the center of the page and also at the top right of the page. Enter your email address and password that you created when you joined the community.

### **I am having trouble logging in. What should I do?**

If you have just joined LG Health Listens 2U and have not yet received a confirmation email, you will not be able to log in. Please check your inbox and click the link in your confirmation email to complete your registration and gain access to the community.

If you are already a member, please make sure that you do not enter blank spaces when entering your email address or password. Also, passwords are case sensitive.

If you forgot your password, enter your email address in the login field and select “forgot password.” A temporary password will be sent to you by email. Please allow up to 20 minutes for a new password to arrive through email. You will be able to change your password once you are logged in.

If you are having another problem logging in or need help, please visit Technical Support.

## **SWEEPSTAKES**

### **How do the sweepstakes work?**

Every time you complete a survey, you will be entered into a quarterly drawing. The more you participate, the more entries you receive. Every quarter, we will conduct a random drawing from the entries received in that quarter. Each quarter we will give away a \$100 Amazon e-gift card! For more information, please view our Sweepstakes Rules.

## **SPECIFIC FEEDBACK ON MY MEDICAL CARE**

**If I have a complaint, compliment, question or need additional information about my medical care at Lancaster General Health, how do I get help?**

Although many of our surveys will ask for your feedback on your patient care experiences, if you have a specific need related to your care, please visit the Lancaster General Health Website and Contact Us. Contacting us through the resources provided on [LancasterGeneralHealth.org](http://LancasterGeneralHealth.org) will help ensure that your need is addressed by the most appropriate staff and in the most efficient manner.