



Patient Reported Outcomes Survey

Frequently asked questions (FAQ)—for patients

Thank you for your interest in the Queensland Health patient reported outcomes survey. You may find the following information useful.

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Background information

What is the purpose of this survey?

Providing an understanding of your health outcomes, symptoms and the impact your illness or condition has on your quality of life can inform the clinical consultation and shared decision-making between yourself and your doctor. This will help us better support your treatment needs and care.

This survey is a new way for you to share with us information about the impact your condition has on your general health and quality of life. We are inviting you to provide this information by sending you a text message (SMS) with a link to an online survey. You will be invited to complete the survey seven days before your scheduled appointment with the Gastroenterology outpatient clinic at the Princess Alexandra Hospital.



What are Patient Reported Outcome Measures?

Patient Reported Outcome Measures (PROMs) provide an understanding of how a patient's illness or condition impacts on their quality of life over their course of treatment. The patient reported outcome survey will ask patients about their general health and the severity of their symptoms in the past seven days.

What is Questionnaire Manager?

Questionnaire Manager, the system Queensland Health is using to survey patients is provided by Philips Electronics Australia Limited. It is an online data collection and reporting system used by Queensland Health to capture patients' feedback about their health outcomes. The system is also being used to capture patients' feedback about their experience of care in Queensland's public hospitals by inviting a selection of patients to complete a patient reported experience survey.

Survey details

Who is invited to take part in the survey?

This is a survey of patients who have an upcoming appointment with the Gastroenterology outpatient clinic at the Princess Alexandra Hospital.

How long will it take to complete?

If you agree to do the survey, you will be asked to complete a questionnaire that will take about 5 minutes. To submit your responses, all questions with a red asterisk need to be answered.

When can I expect to receive the survey?

A link to the online survey will be sent to the mobile phone number listed in your hospital record via a text message (SMS) seven days before every scheduled appointment with the Gastroenterology outpatient clinic.

How is the survey conducted?

A SMS from Queensland Health will be sent to the mobile phone number listed in your hospital record. Clicking on the link will take you to the online survey. You will have the option of providing your email address to receive any future surveys by email to complete on any mobile device or personal computer. You can also choose to continue to be contacted by SMS, or both email and SMS.

A welcome page will then provide some information about the survey and invite you to participate. If you agree, you will be taken to the Structured Assessment of Gastrointestinal Symptoms (SAGIS) questionnaire.

At the end of the survey click the Final Save button at the top or bottom of the screen to save your responses.

Your survey responses will be available in the online survey system, which will be reviewed by the clinician at your outpatient appointment at the clinic but are not monitored at all times.



What will the survey results be used for?

Your survey responses will help us better understand your symptoms and health outcomes and will be linked to your health record for clinicians to view.

Results from your survey responses will also be available to you and we encourage you to discuss any concerns or worries with your treating clinician.

As your responses are not monitored at all times, if you are experiencing any significant symptoms, please contact your GP or health care provider directly.

Completing the survey

Do I have to take part?

Completing the survey is requested as part of your appointment. Your answers will be reviewed by your clinician at your appointment.

Will I get a survey every time I have an appointment at the Gastroenterology outpatient clinic?

You will be sent a new survey seven days before **every** appointment you have with the clinic. We ask that you to complete a survey before each appointment, so your treating clinician can review the results, identify any trends and discuss any concerns with you.

You will not be sent a new survey for any follow-up or rescheduled appointments that are within two (2) weeks of your last appointment

Can someone else like my family or carer complete the survey for me?

Yes, a family member or carer can help you complete the survey, however the answer to each question need to be about you.

Can I stop doing the survey and come back to finish it later?

Yes, you can stop the survey at any time and your survey results will be saved. When you're ready to continue the survey, just click the same link in the SMS or email that you used the first time to reopen the survey.

You can also pause the survey, by clicking on the Pause button – it is in the blue banner at the top right of the window. Click on the circle with two vertical lines inside and a message will appear asking you to confirm that you want to pause. Click on Pause again.

How do I submit my answers?

At the end of the survey, scroll up to the top of the screen or down to the bottom and click the Final Save button on the right-hand side to submit your responses. On a mobile phone the Save button at the top may be an icon that looks like a floppy disc.



Changing or deleting responses

I completed a survey but now I want to change my answers

If you have not completed the survey and submitted your responses, click on the survey link that you received to re-open the survey. Click on Next or Previous buttons at the bottom of the screen to find the question you wish to change and reselect your answer.

If the survey will not reopen or says it is already completed, please phone 13 HEALTH (13 43 25 84) and request to change your answers.

I completed a survey but now I want to delete all my answers

To delete your full survey response, please phone 13 HEALTH (13 43 25 84).

Accessing results

How can I look at my results?

After you have completed the survey in Questionnaire Manager, you will be able to generate reports to view your results from this survey and any you complete in the future. Your health care provider will also have access to the same results, and you may like to use these reports to discuss your care and any concerns you have.

If you would like to access your results:

1. click on 'Request credentials' after completing the survey
2. enter your email address and click on 'Apply'
3. you will receive a notification that an email has been sent to you.

The image displays three sequential screenshots of a survey interface, numbered 1, 2, and 3.

Screenshot 1: A dialog box titled "All questions answered" with a speech bubble icon. It contains the text: "All questions have been answered, thank you for your participation. Please click the 'Close' button below to exit. If you would like to view your answers to this survey and any future surveys you may complete, click only once on the 'Request credentials' button below. You may be asked to enter your email address. Then click 'Close' to exit. Details of how to access your survey responses will be sent to your email address." At the bottom, there are two buttons: "Request credentials" (highlighted with a red box) and "Close".

Screenshot 2: A form titled "Please enter email" with a speech bubble icon. It prompts the user to "Please enter your email address." and has an "Email *" field. Below it is a "Confirm email *" field. At the bottom right, there are "Apply" (highlighted with a red box) and "Cancel" buttons.

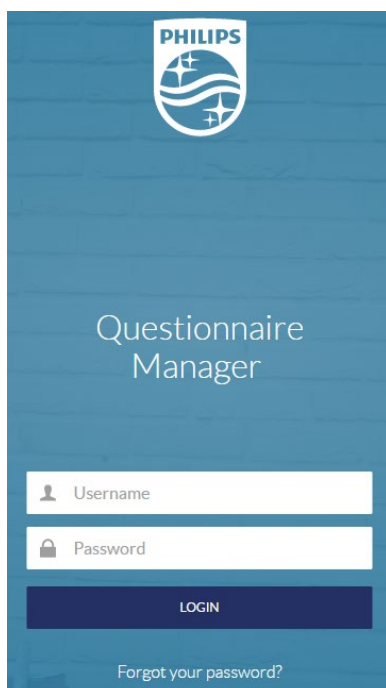
Screenshot 3: A "Message" dialog box with a speech bubble icon. It says "Welcome email sent to:" followed by a blurred email address. At the bottom, there is a blue "Ok" button.



You will then receive an email from the Queensland Health Patient Reported Experience and Outcome Measures program. The email will include a login name and password for you to access your results. An example of the email is shown below. Click on the link in the email to open Questionnaire Manager in a new internet page.

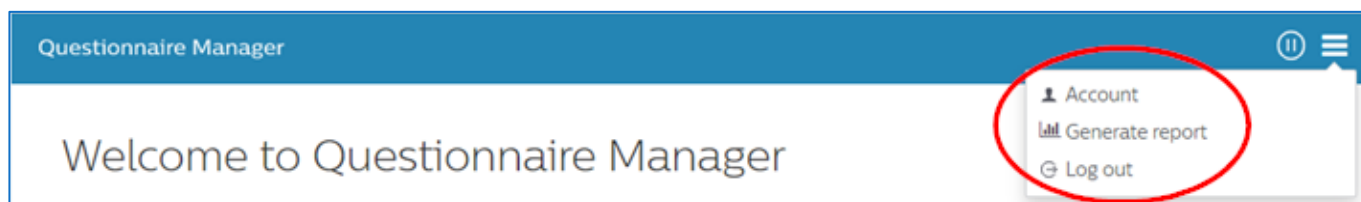


On the Questionnaire Manager home page enter your Login Name into the first box named Username and your Password into the second box. Please note Login Name and Password are case-sensitive.





To view these reports after logging in to Questionnaire Manager, click on the top right-hand menu (shown as three horizontal lines). Then click on Generate report.



You will then be taken to the Report screen where you can select the report you would like to view. You should then be able to see your results.

Your answers to the most recent survey will also be presented.

Accessing the survey

I received a SMS but cannot open the link

To open the link, you need internet access on your mobile phone. The survey will work on both Android and Apple smart phones.

Can I complete the survey without internet access?

No, unfortunately the survey is only available online and always needs internet access for you to complete and submit your responses.

Can I complete the survey on paper?

No, the survey is only available online as we are trialling a new way for you to share your outcomes and provide them back to your treating clinician instantly.

Is the survey available in other languages?

At this stage the survey is only available in English.

Can the hospital provide a tablet or mobile phone for me to complete the survey?

No, at this stage the hospital does not have equipment for you to do the survey online. Because the survey link is unique to you, another person cannot give you their survey to complete.

Why didn't I get a survey?

You will only receive a patient reported outcomes survey if you:

- are scheduled to attend a Gastroenterology outpatient clinic appointment at the Princess Alexandra Hospital
- are aged 18 years of age, or older
- have a mobile phone number listed on your hospital record
- are a resident of Australia.



Reminder

Why did I get a reminder SMS or email?

If you do not complete the survey, you will receive one reminder message one day after receiving the first message. The link in the message will take you to the original survey.

You will then receive an invitation by SMS or email to complete the same survey before every scheduled Gastroenterology outpatient clinic appointment.

Technical questions

The link in the SMS or text message has expired

The survey closes after two weeks and the link expires. Unfortunately, it is not possible to complete the survey after that time.

Which internet browser do I need to use?

It is best to use Chrome, Microsoft Edge, Mozilla Firefox and Safari are also okay. But it is best not to use IE—Internet Explorer.

The text is too small – I can't read it.

You can make the text bigger by:

- smart phone or table device – putting two fingers on the screen and moving them apart
- computer – holding down the Ctrl key while rolling the mouse wheel upwards.

An error message appeared on the screen

If an error message appears on the screen while you are completing the survey, try to click on the Next, Previous or Save button if you see them. Otherwise, close your internet browser and click on the survey link you received to reopen the survey.

If you are still unable to open the survey or complete it, please phone 13 HEALTH (13 43 25 84) for assistance.

I forgot my password to access my results

If you have previously logged into the Questionnaire Manager survey system to access your results and you have forgotten your password. Go to this web page <https://preom.health.qld.gov.au/> and click on the **Forgot your password?** link at the bottom of the screen.

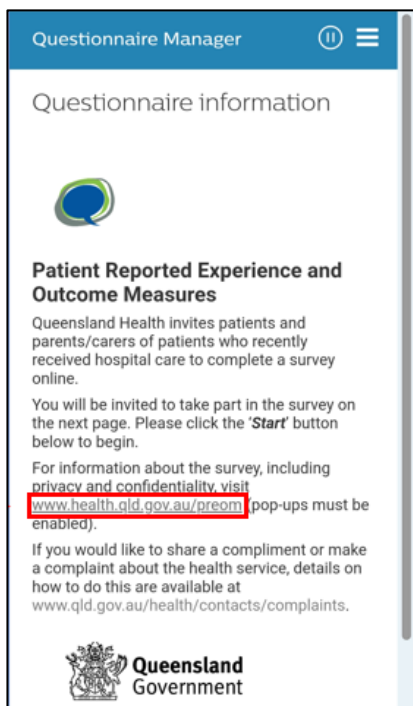
Shortly after this, you will receive an email from Queensland Health with a new password.



How can I open the webpage links within the survey?

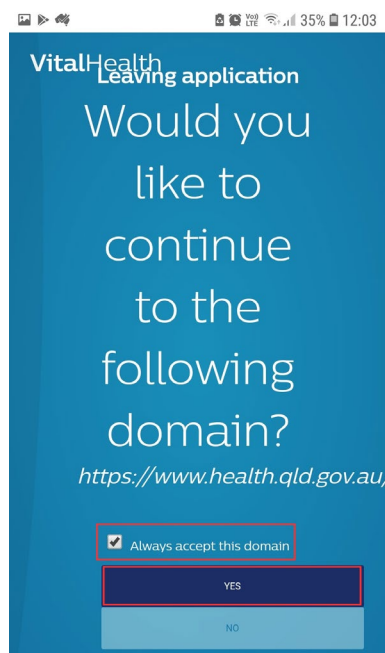
Throughout the survey there are links to the following two Queensland Health webpages:

- www.health.qld.gov.au/preom - for more information about the survey
- <https://www.qld.gov.au/health/contacts/complaints> - if you would like to share a compliment or make a complaint about the health service.



If you click on any links in the survey and the website does not open, you may need to allow pop-ups in your browser settings. Follow the instructions below to do this.

If you click on a link and see this screen below, check the tick box next to Always accept this domain, and select Yes.



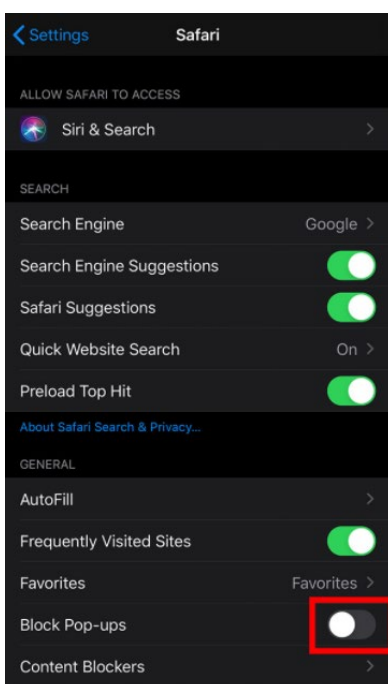


To allow pop-ups on an iPhone

1. Open the Settings app (the gear-shaped icon). Scroll down and select Safari



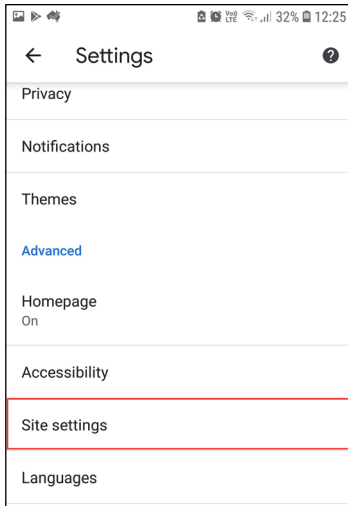
2. Turn off the toggle next to Block Pop-ups so it is not green.



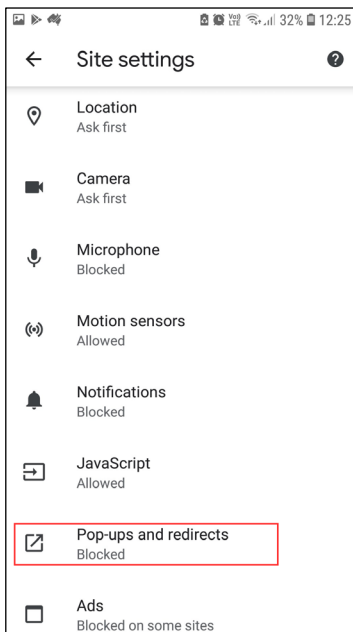


To allow pop-ups on an Android phone

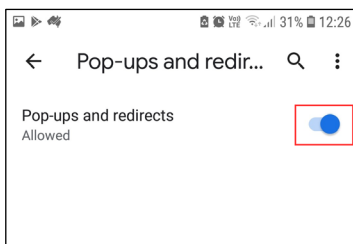
1. Open the internet browser you use on your phone, e.g. Chrome, and open Settings. Scroll down to Advanced and select Site settings



2. In Site settings, select Pop-ups and redirects



3. In Pop-ups and redirects, select the toggle button so it shows as blue, which allows pop-ups

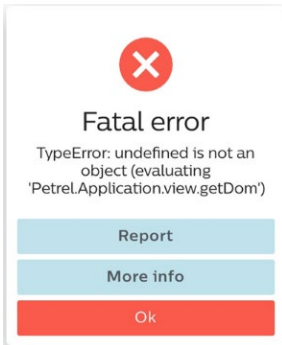


4. Close Settings and try clicking on the link to the webpage in the survey again.



I received a fatal error message after clicking on the link

If a fatal error message like the one below appears on your screen after clicking on the survey link, close your internet browser. Wait for 30 minutes or more before clicking on the link again to recommence the survey.



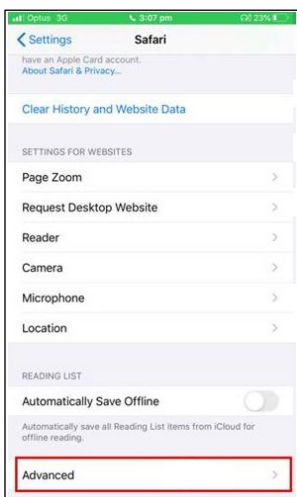
If the fatal error message appears again, you may need to clear the data or cache for your browser on your phone. To do this, please follow the instructions below for an iPhone (iOS) or Android mobile phone.

To clear browser data on an iPhone

1. Go the settings on the iPhone and scroll down and select Safari



2. Select Advanced at the bottom





3. Click Website Data - this will show you the list of websites currently holding data on your mobile phone



4. In the list you should see vitalhealthquestlink.com, which is the survey system Queensland Health is using. After the list, select Remove all Website Data

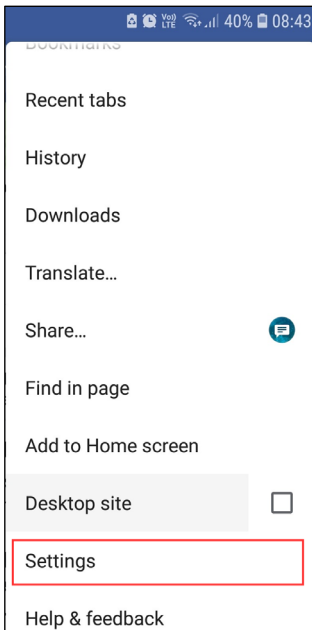


5. Close Settings and try clicking on the survey link to start the survey. If you are still unable to open the survey or complete it, please phone 13 HEALTH (13 43 25 84) for assistance.

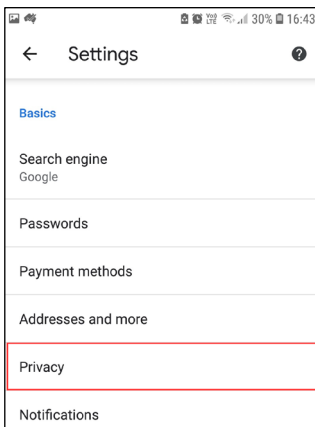


To clear browser data on an Android phone

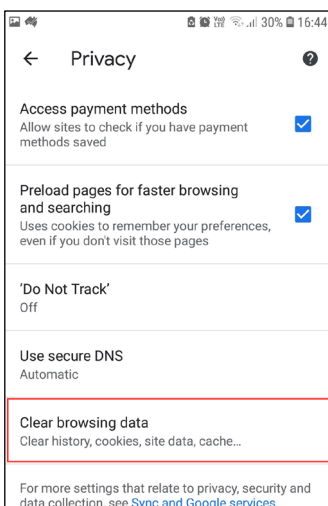
1. Open the internet browser you use on your phone, e.g. Chrome, and open Settings



2. In Settings, scroll down and click on Privacy

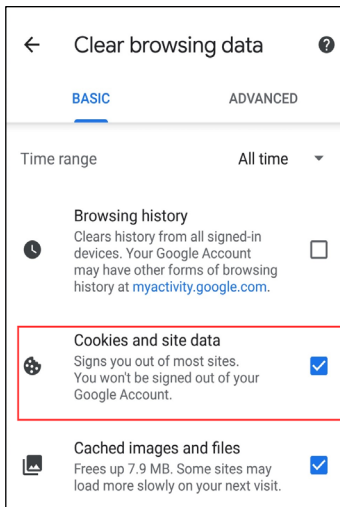


3. Click on Clear browsing data

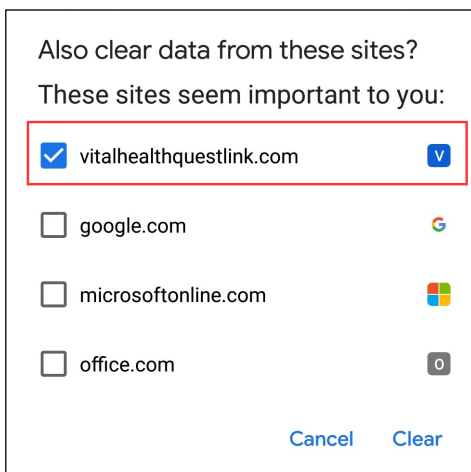




4. In the Clear browsing data screen, select the tick box next to Cookies and site data



5. In the list you should see vitalhealthquestlink.com, which is the survey system Queensland Health is using. Select the tick box next to vitalhealthquestlink.com and select Clear at the bottom of the page



6. After your browser data is cleared, close Settings and try clicking on the survey link to start the survey. If you are still unable to open the survey or complete it, please phone 13 HEALTH (13 43 25 84) for assistance.

Email

Why should I provide my email address?

If you would like to be contacted by email for any future surveys, you can enter your email on the first screen. You can choose to also receive survey invitations by SMS.

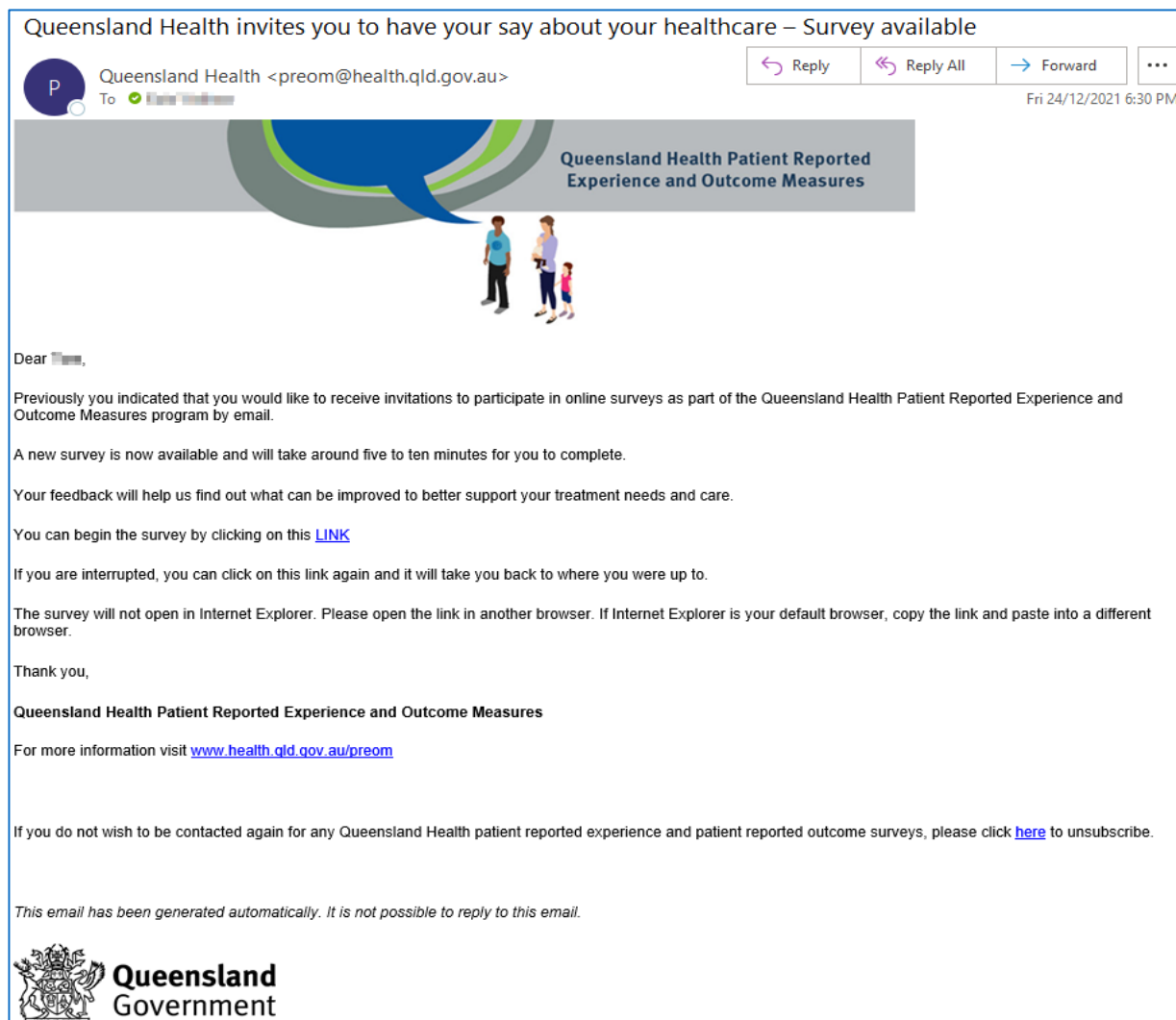
If you choose to provide your email address, it will be stored securely in Australia by Philips Electronics Australia Limited, the company conducting the surveys on behalf of Queensland Health. Your email address will only be used to contact you for any future Queensland Health patient reported experience surveys or patient reported outcomes surveys. It will not be used for any other purposes or transferred to Queensland Health or any other company.



How do I know the email is not spam?

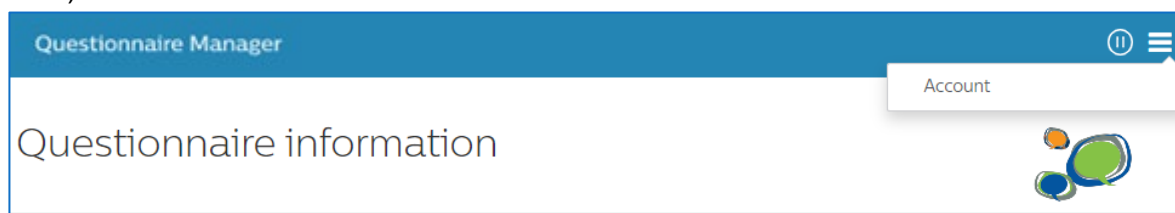
The sender of the email will be Queensland Health, from the email address preom@health.qld.gov.au.

Below is an example of what the email will look like:



How can I change my email address?

You can change your email address by clicking on the survey link you received in an SMS or email. After the survey has opened in a new webpage, click on the top right-hand menu (shown as three horizontal lines) and select Account.





You can update your email address in the Account window. To receive messages by email, click the first toggle button so it shows as blue. If you also wish to receive survey invitations by SMS, click the second toggle button so it is blue.

The screenshot shows a window titled "Account" with a close button (X) in the top right corner. It contains two toggle switches: "Keep me informed by email" and "Keep me informed by SMS", both of which are currently turned on (blue). Below the email toggle is a text input field containing "youremailaddress@com.au". Below the SMS toggle is a text input field containing "+61xxxxxxxx". At the bottom right of the window is a blue button labeled "Save and Close".

Opting out

What if I do not wish to complete the survey?

Taking part in the survey is voluntary and your hospital care and treatment will not be affected if you choose not to participate.

How do I stop receiving messages about the survey?

If you do not want to receive further messages (SMS or email) or be invited to participate in any future Queensland Health patient reported experience surveys and patient reported outcome surveys, you are able to opt out by clicking the opt out link at the end of the SMS or at the bottom of the email.

I opted out of surveys. How can I opt back in?

If you change your mind and would like to be invited to participate in any future survey, click on the opt out link provided at the end of any SMS or bottom of any email you have received inviting you to complete a survey.

The Opting in for messages page will appear in a new internet page. Click on the Subscribe button to receive notifications for any future surveys.

The screenshot shows a page titled "Opting in for messages" with the Queensland Government logo. It features two overlapping boxes. The background box says "Opting out cancelled" and "Thank you for choosing to continue to receive notifications for any future surveys." The foreground box says "You are successfully subscribed" and "Thank you for subscribing to our notifications, from now on you will receive notifications." At the bottom of the foreground box, there is a blue "Subscribe" button circled in red, and a "Cancel" link to its left.



If you cannot find a SMS or an email with the opt out link, please contact 13 HEALTH (13 43 25 84) and tell them you wish to opt back in.

What can I do if I do not want to receive any survey?

If you do not want your name and mobile phone number and other information to be provided to Philips, please contact 13 HEALTH (13 43 25 84).

Privacy and confidentiality

How did Questionnaire Manager get my name and contact details?

Patients who have an upcoming appointment with the Gastroenterology outpatient clinic at the Princess Alexandra Hospital within the survey period have been selected from the hospital records to participate in the survey.

Patients' names and contact details have been provided to Philips Electronics Australia Limited to conduct the survey as authorised by the Director-General, Queensland Health under section 160 of the *Hospital and Health Boards Act 2011*.

How confidential is the information I provide?

Your survey responses will be linked with your patient record and will be made available to your treating clinician in Queensland Health.

All patient information and survey data collected are stored securely in Australia. The privacy and confidentiality of information you provide will be maintained and managed in accordance with the *Hospital and Health Boards Act 2011* and *Information Privacy Act 2009* (Qld).

Patient information and survey responses entered into Questionnaire Manager will only be accessed by Philips Electronics Australia Limited if they need to provide technical support.

Complaints and compliments

How can I make a compliment or complaint about the hospital?

If you would like to share a compliment or make a complaint about the health service, information on how to do this is available at <https://www.qld.gov.au/health/contacts/complaints> . You may also like to contact the patient liaison service at the hospital where you received care.

If you have already raised your concerns with the hospital and your complaint has not been resolved, or if you do not wish to talk to the hospital, you may contact an independent agency, the Office of the Health Ombudsman on 133 646.

Further information

Where can I find more information?

For more information about Queensland Health Patient Reported Experience and Outcome Measures visit www.health.qld.gov.au/preom, or for help with a survey contact 13 HEALTH (13 43 25 84).