



Tips and Frequently Asked Questions albertapatients.ca

- Display the albertapatients.ca poster in your reception area, hall or exam room.
- Make the pad of patient take-away sheets accessible in a “help-yourself” place.
- See the Frequently Asked Questions, below.

1. I'd like to promote the website, but what if a patient asks a technical question or reports having trouble with the website?

You are **not** expected to handle these questions. Simply refer them to the support team: support@albertapatients.ca. The patient will receive a reply.

2. Can patients access the website on a phone or tablet?

Yes. The website is supported on all platforms – even when they are sitting in your waiting room!

3. Can physicians join albertapatients.ca? What about my staff or family?

Yes! Generally, anyone who is an Alberta resident can join. If we are compiling a survey or discussion where it would matter that you work in health care, we can screen for that factor before gathering the results.

4. What happens when someone joins the site?

When someone visits the site for the first time, he or she will see the:

- “Member Login” box (enter a registered email address and choose a password).
- “Join Now” button (to join).
- “Why Join?” section (information about what albertapatients.ca is and who it is for).
- “Privacy Policy” link (details about how information is collected and protected).
- “Web Terms” (agreement that governs how people access/use the website and conduct themselves in the discussion forums.)
- “Technical Support” link (immediate support for some common website questions/issues and a form for contacting the albertapatients.ca support team.)

Once the person joins, the site will recognize him/her. There will be a personalized screen on every subsequent visit.

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5. Is this website safe and secure for my patients?

The albertapatients.ca website is managed by an independent Alberta-based vendor, ThinkHQ Public Affairs. The vendor is compliant with the *Personal Information Protection Act* legislation and is responsible for applying all necessary safeguards for the information collected on the site. The AMA does not have access to any personal information provided by community members and none of the site-based reports or information generated by the vendor contain references to any personal information.

6. Can I get more posters or pads?

If you would like more supplies, please email shannon.rupnarain@albertadoctors.org.

7. If you don't see your question here or have other comments or suggestions, please email shannon.rupnarain@albertadoctors.org.

