Welcome to the Frequently Asked Questions page

The Frequently Asked Questions (FAQ) page is a tool that allows all users of the MSI platform to either:

- Find the answer to your question directly in the FAQ page
- Ask questions to the OCM team directly on the platform

There are three available options:

1. Questions on content of OCMs
2. Technical questions
3. Subscription questions

The following guide allows you to discover the best way to make use of the FAQ page.

We hope this tool is helpful,

The MSI team

Table of content:

CESS-ML ; Traduction-LC, 2018

Using the Frequently Asked Question tool

1. Go to the OCM Home page

2. Click on the following tab situated on the right side of your screen:

> **?** FREQUENTLY ASKED
> QUESTIONS

3. The following page will appear:

> # Frequently Asked Questions
>
> Question category
> ○ Clinical - Questions about the content of OCMs
> ○ Technical (IT) - Questions for our IT team
> ○ Subscription - Questions about your OCM membership
>
> Select options and submit search to view results.
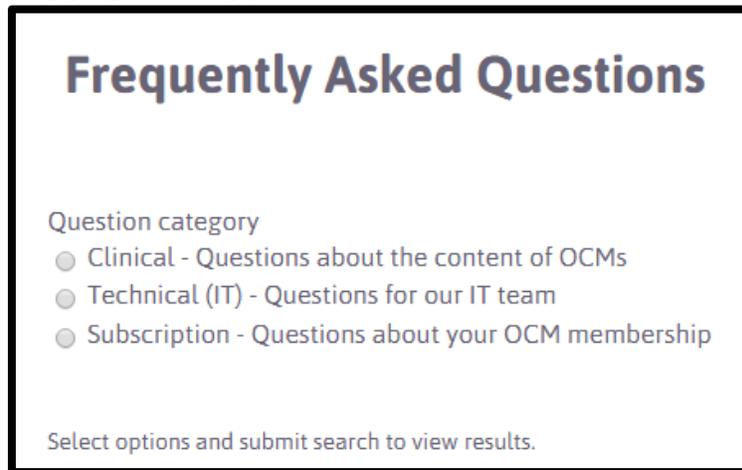
OPTION # 1: CLINICAL QUESTIONS

4. Click on the circle to the left of the category labeled "Clinical" (see ➡).

> # Frequently Asked Questions
>
> Question category
> ➡ ○ Clinical - Questions about the content of OCMs
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>
> Select options and submit search to view results.
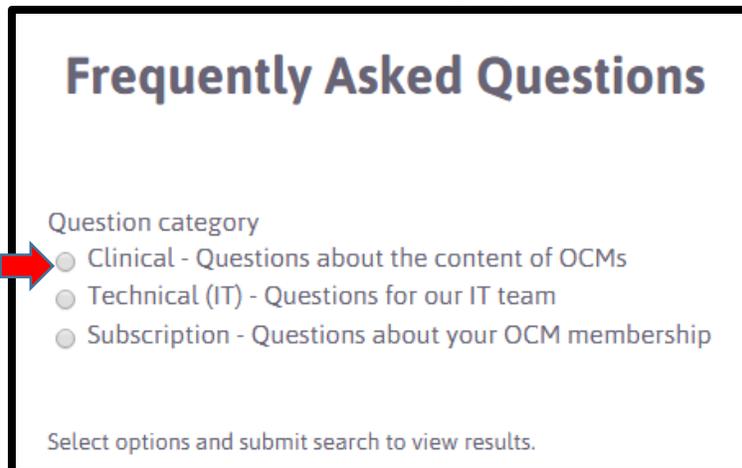
5. A red text box will appear. Take note of points 1 to 3 since these could answer your question.

Please note:

1. The answer to your question may be found in:
   - A particular OCM section you have not yet consulted (e.g.: Teaching program)
   - A « generic » OCM:
     - e.g.: see Applying transdermal patches to know how to apply a Fentanyl patch
   - A document available within the OCM
     - e.g.: tools, references with clickable links
   - The « HELP » section
2. Any questions regarding the scope of practice of professionals must be directed to your professional order.
3. Any questions regarding the specific use of a product should be directed to the manufacturer.

6. To submit a question, you can search by :
   - Keyword(s),

Keyword(s)		Thematic
cleaning	🔍	- Any -

   - Thematic,

Keyword(s)		Thematic
	🔍	Wound care

   - Keyword(s) AND thematic.

Keyword(s)		Thematic
cleaning	🔍	Wound care

7. Then click on the following tab to launch the search:

🔍

8. If your question
   - <u>Generates answers</u>: Check and see if they are suitable. If there are many answers, you may sort them by relevance by clicking on the arrow ▼ next to the word "Relevance" (see ⬅)

     Sort by   Relevance ▼ ⬅

   - <u>Does not generate the answer you are looking for</u>: Click on the following tab:

     YOU CANNOT FIND YOUR ANSWER?
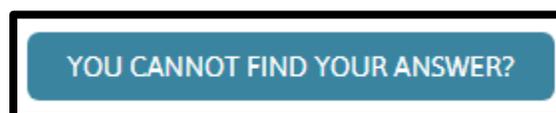
9. A form will appear. Complete the mandatory sections marked with an asterisk. For clinical questions, you must specify the OCM that is related to your question by clicking "Yes". Enter the first few letters of the OCM title that relate to your question and find the OCM in the drop-down list.

10. In "Question details", specify the OCM section where the information related to your question is located.

11. Once the form is complete, click on "Submit" (see ![arrow]).

Author First Name *

Laura

Author Last Name *

Cantos

Author Email *

cess.msi.inf1@gmail.com

Author Title

Infirmière

Author Institution

Centre d'expertise en santé de Sherbrooke ⌄

Status *

◉ In treatment

SUBMIT   CANCEL

12. You will be redirected to the Homepage. A message stating that your question has been submitted will appear above "Search criteria".

Thanks for submitting your question. We will get back to you shortly.

Search criteria

13. The MSI team will receive an e-mail informing them that a question has been submitted.
   - The team has 3 working days to answer you
   - OR if this deadline cannot be respected, an email will be sent to you with the reason for the delay.

14. The team will send you an e-mail containing either:
   - A request for further clarification or
   - The answer to your question

15. Click on "here" in the e-mail to view the required clarification or the answer to your question. <u>You must be connected on the same account you used when you asked your question in order to be able to access the answer.</u>
   - You have 14 days to accept the answer. Once this delay has expired, we will consider our answer as accepted and it will be made available in the FAQ section

OPTION # 2: TECHNICAL QUESTIONS

16. Proceed with steps 1 to 3.

17. Click on the circle to the left of the word "Technical" (see).

Frequently Asked Questions

Question category
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Select options and submit search to view results.

18. To submit a question, you can search by :
- Keyword(s),

Keyword(s)	Type
customize	- Any -

- Type,

Keyword(s)	Type
	Customization

- Keyword(s) AND type.

Keyword(s)	Type
customize	Customization

19. Then click on the following tab to launch the search:

20. If your question
- Generates answers: Check and see if they are suitable. If there are many answers, you may sort them by relevance by clicking on the arrow ⬇️ next to the word "Relevance" (see ⬅️)

Sort by   Relevance ▼ ⬅️

- Does not generate the answer you are looking for: Click on the following tab:

YOU CANNOT FIND YOUR ANSWER?

21. Proceed with steps 9 to 15.

OPTION # 3: SUBSCRIPTION QUESTIONS

22. Proceed with steps 1 to 3.

23. Click on the circle to the left of the word "Subscription" (see ➡️)

Frequently Asked Questions

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➡️ Subscription - Questions about your OCM membership

Select options and submit search to view results.

24. The "Keyword(s)" search bar will appear. Add your question

Keyword(s)

what is the price for a private business   🔍

25. Then click on the following tab to launch the search:

🔍

26. If your question

- <u>Generates answers</u>: Check and see if they are suitable. If there are many answers, you may sort them by relevance by clicking on the arrow ⬇ next to the word "Relevance" (see ⬅)

  Sort by   Relevance ⬅

- <u>Does not generate the answer you are looking for</u>: Click on the following tab:

  YOU CANNOT FIND YOUR ANSWER?

27. Proceed with steps 9 to 15.