

Patient PAM[®] Online Survey Solution

June 2020



Patient PAM[®] Survey Solution - Overview

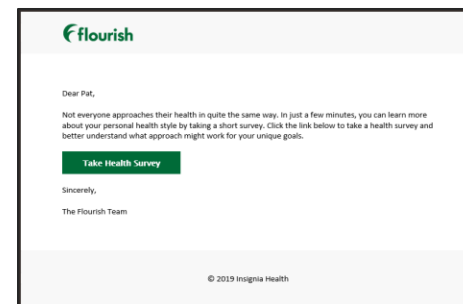
Available early August

The Patient PAM[®] Survey Solution provides clients with a method to request PAM surveys from their patients without requiring pre-registration

Benefits

- Clients manage their patient population, requiring a minimal amount of data to be shared with Insignia Health (only requires a unique ID)
- Responsive web design allows the site to be accessed using PCs, Tablets, or Mobile devices.
- Patients can register and complete a PAM survey within 4 pages and a minimal amount of clicks
- Access Codes allow quick verification and control of survey campaigns

Patient PAM[®] Survey Solution – Email or Text Request



Client creates patient PAM invite email or text

Email or text includes:

- Purpose
- Introduction Text
- Access Code
- Link to patient survey site

Client sends bulk email to patient population

Benefits:

- Client manages all emails or texts, no PHI shared with Insignia
- Client manages campaign frequency
- Client branding, creating trust to open and click on the email survey link

Patient clicks on the link to the PAM survey

- Link takes the patient to the Insignia Health - Patient survey site

Patient PAM[®] Survey Solution – Survey Experience

Register

Complete Survey

Health Style Report

Thank you!

The screenshot shows a registration page titled "Welcome!". It includes a "Name" field, a "Email" field, and a "Register" button. Below the fields, there is a link for "Forgot your password?".



The screenshot shows a "Health Style Survey" page with multiple sections. Each section contains a question and three radio button options: "None", "A little", and "A lot". The questions cover various health and lifestyle topics.



The screenshot shows a "Health Style Report" page. It features a colorful circular chart at the top right, followed by a "Results" section with a list of items and their corresponding scores. The report provides a summary of the user's health style based on the survey results.



The screenshot shows a "Thank You" page with a message of appreciation for the user's participation in the survey. It includes a "Thank You" heading and a paragraph of text.

Patient PAM[®] Survey Solution – Welcome / Registration

Welcome!


We want to work in partnership with you to personalize the support you receive based upon how you view your health, or what we would like to think of as your health style. To get started, please enter your NHS Number and the provided Access Code. Once you click the "Begin Survey" button, you will be presented with a brief survey that should only take a few minutes to complete.

NHS Number

Access Code

I agree to the [Privacy Policy](#) and [Terms and Conditions](#)

[Begin Survey](#)

[Privacy Policy](#) [Terms and Conditions](#)  2019 © Insignia Health. All rights reserved.

Welcome / Registration

Provides the patient with a quick and easy registration process, requiring the minimum amount of information to start a PAM survey

- **Header Logo** is customizable
- **Header Color** is customizable
- **Patient Number/ID** is configurable to require any number and validation
- **Patient Number Instruction Text** is configurable to match required number
- **Access Code:** Used for access control and to assign patients to Groups/Subgroups for reporting. Access codes are managed in the Flourish Admin site.
- **Privacy Policy and Terms and Conditions** is customizable. Includes regulations and consent statement.

Patient PAM[®] Survey Solution – Health Style Survey

flourish Health Style Survey

Health Style Survey

Your answers to the following questions will help us provide support that is right for you. Please indicate how much you agree or disagree with each statement as it applies to you personally. Many people find that they do not agree with all the statements, which is normal. There are no right or wrong answers, just answer with what is true for you.

1. When all is said and done, I am the person who is responsible for taking care of my own health.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

2. Taking an active role in my own health care is the most important thing that affects my health.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

3. I know what each of my prescribed medications do.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

4. I am confident that I can tell whether I need to go to the doctor or whether I can take care of my health problem myself.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

5. I am confident that I can tell a doctor concerns I have even when he or she does not ask.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

6. I am confident that I can follow through in medical treatments I may need to do at home.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

7. I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

8. I know how to prevent problems with my health.

Disagree Strongly Disagree **Agree** Agree Strongly N/A


9. I have been able to maintain (keep up with) lifestyle changes, like eating right or exercising.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

10. I know how to prevent problems with my health.

Disagree Strongly Disagree **Agree** Agree Strongly N/A

Submit

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Health Style Survey (PAM)

Introduction text and clean user-experience allows quick capturing of PAM survey answers.

- **Header Logo** is customizable
- **Header Color** is customizable
- **Language Support:** Phase 1 supports English, additional languages available in future release.

Patient PAM[®] Survey Solution – Health Style Report

Health Style Report

Get Activated for a Healthier You: Start With a Single Step!

Making your health a priority is not always easy. Stress can get in the way of taking better care of your health and it can be hard to eat well, be active, and take care of yourself. The key is to start small and work towards something that's manageable for you.

The good news is that nurturing better health is a bit like growing a garden. It takes a little time and care, but the rewards are worth the effort! Take charge of your health one small step at a time. The first step is to become aware of your own habits and to understand what factors in your life get in the way of taking care of your health.

Stress

Stress is a normal physical and emotional reaction to big and small life changes. It's okay to sometimes feel overwhelmed. When you consistently feel stressed out, this can lead to a variety of health problems such as ulcers, muscle tension and high blood pressure. Stress is typically brought on in one of three ways – temporary problems, major life changes and ongoing problems. Once noticed, you can take small steps to better manage or even lower stress.

Easy Ways to Reduce Stress

- **Sleep.** Sleeping is a great way to help take care of your mind and body. Make an effort to go to bed at a set time each night. Aim for seven to nine hours each night.
- **Eat right.** Fruits, vegetables and proteins keep you full and don't make you jittery like caffeine or sugary foods will.
- **Talk to friends.** Your friends can provide you with emotional support and may even help guide you to a solution.
- **Take it one step at a time.** When a task seems overwhelming, break it down and take it one step at a time.
- **Don't deal with stress in unhealthy ways.** This includes drinking too much alcohol, using drugs, smoking or overeating. Instead, try one of the healthy coping tips already mentioned.

Diet and Nutrition

We all know the basics of good nutrition - eat more fruits and vegetables, take in less fat, and watch your calories. The portions you eat or drink may be larger than you think, especially compared to the daily amounts recommended in the Food Pyramid. Keeping tabs on how much you eat and balancing out bigger amounts over time with smaller amounts is just one way to help manage portion sizes.

Small steps are the key to success! Here are some simple ways to eat healthy:

- Use a slightly smaller plate or bowl during mealtimes.
- Don't eat directly out of food packages – take out the amount you'd like to eat and put the rest away.
- Avoid eating buffet style. Keep serving bowls away from where you eat and out of reach for more helpings.
- Avoid eating while watching TV or busy with other activities. This is will help you better realize when you're feeling full.

Fitness

Physical activity, as well as good nutrition, is important to your physical health and emotional well-being. Physical activity also helps to control weight by using excess calories that would otherwise be stored as fat. Physical activity may include structured activities, such as walking, jogging, strength training, or sports. It may also include daily activities, such as household chores, yard work, or walking the dog.

Strive for at least 30 minutes of moderate intensity physical activity most days of the week. If you have been inactive for a while, start slowly and work up to at least 30 minutes per day at a pace that is comfortable for you.

Take Action!

Here are some goals to consider. Choose one and see how you do.

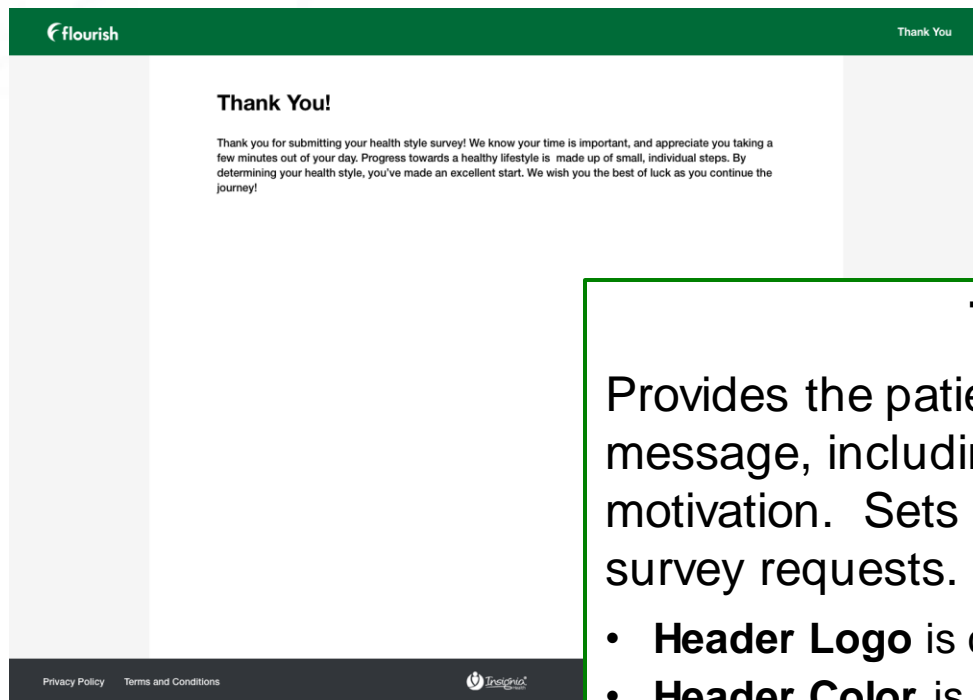
- Think about your own challenges to being more active. Brainstorm possible solutions to overcome these challenges.
- What types of activity do you currently get each day? Are you getting enough moderately intensive exercise? Brainstorm some ways to get more exercise and try out a few of these ideas.
- When at work, use break time or lunch time to get in a brisk walk at least a

Health Style Report

Provides the patient with PAM level appropriate guidance and action steps to start their health journey.

- **Header Logo** is customizable
- **Header Color** is customizable
- **Report Language:** Phase 1 supports standard health style report, custom health style report available in future phases.

Patient PAM[®] Survey Solution – Thank you!



Thank you

Provides the patient with a brief thank you message, including a few additional words of motivation. Sets the stage for future PAM survey requests.

- **Header Logo** is customizable
- **Header Color** is customizable
- **Thank You Message:** Phase 1 supports a standard thank you message, custom message and guidance available in future phases.