

TRICARE Feedback Questionnaire

Questions	Supporting Rationale
<p>Have you heard of or seen communications about your new electronic health record (EHR) patient portal (MHS GENESIS)?</p> <p>Yes No</p> <p>i. What is the best way for you to receive information about MHS GENESIS patient portal? (select all that apply)</p> <ol style="list-style-type: none"> 1. Flyers 2. Posters 3. News Stories 4. Social Media Posts 5. Medical Staff 6. Other: ____ 	<p>These questions focus on the key elements that determine the user experience when they visit the website and are the drivers of customer satisfaction.</p>
<p>Do you feel informed about the changes that will be impacting your MHS GENESIS patient portal?</p> <ul style="list-style-type: none"> • Yes, I feel informed • I feel somewhat informed • No, I do not feel informed 	<p>This question will help TRICARE know if they have done a well enough job to be able to</p>

Questions	Supporting Rationale
<p>Have you signed up for your new MHS GENESIS patient portal yet?</p> <ol style="list-style-type: none"> 1) Yes 2) No <p>a. Do you know how to sign up?</p> <ol style="list-style-type: none"> i. Yes ii. No 	<p>This question will be used to know if the respondent has signed into the portal or not and whether they know HOW to sign in, if not to be able to provide further assistance to the visitors.</p>
<p>Please provide any additional feedback or recommendations for improvement on the MHS GENESIS patient portal communications: [optional]</p>	<p>This question will help analyze further suggestions from the end user of the portal to improve the overall portal service</p>