

## Frequently Asked Questions page

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

- find the answer to questions directly in the FAQ page;
- ask questions to the OCM team 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*

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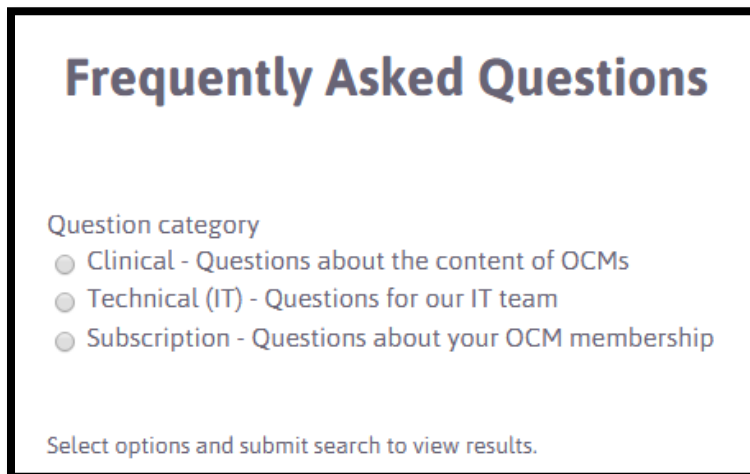
## Frequently Asked Questions page

### 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.

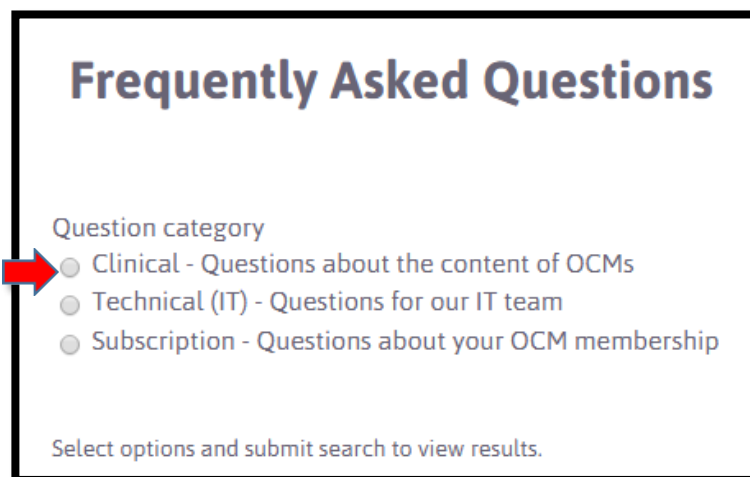


3. The following page will appear.



### OPTION 1: CLINICAL QUESTIONS

4. Click on the circle to the left of the category labeled "Clinical".



## Frequently Asked Questions page

5. A red text box will appear. Take note of points 1 to 3 since these could answer your question.

**Please note:**

- 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 UCM
    - e.g. tools, references with clickable links
  - The « HELP » section
- Any questions regarding the scope of practice of professionals must be directed to your professional order.
- Any questions regarding the specific use of a product should be directed to the manufacturer.

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6. To submit a question, you can search by:

- keyword(s);

Thematic  
- Any -

- thematic;

Thematic  
Wound care

- keyword(s) AND thematic.

Thematic  
Wound care

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

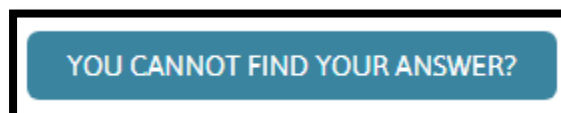


8. If your question

- generates answers: if needed, sort them by relevance by clicking on the arrow next to the word “Relevance”, then check and see if they are suitable;

Sort by Relevance

- does not generate the answer you are looking for: click on the following tab:



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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.



**Ask your question**

Question category \*  
 Clinical  Technical  Subscription

Theme \*  
Select...

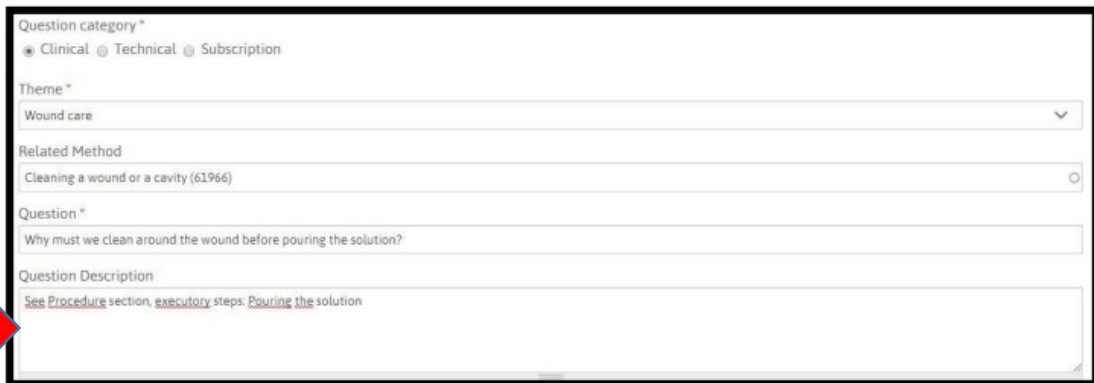
Link this question to a method? \*  
 Yes  No

Question \*  
[Text input field]

Question details  
[Text input field]

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



Question category \*  
 Clinical  Technical  Subscription

Theme \*  
Wound care

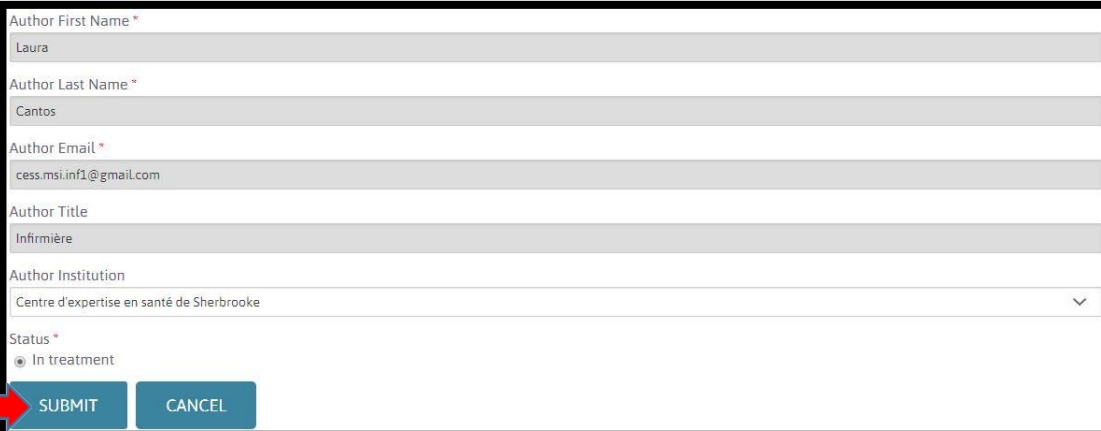
Related Method  
Cleaning a wound or a cavity (61966)

Question \*  
Why must we clean around the wound before pouring the solution?

Question Description  
See Procedure section, executory steps: Pouring the solution

## Frequently Asked Questions page

11. Once the form is complete, click on “Submit”.



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**

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



13. The OCM 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 e-mail 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.

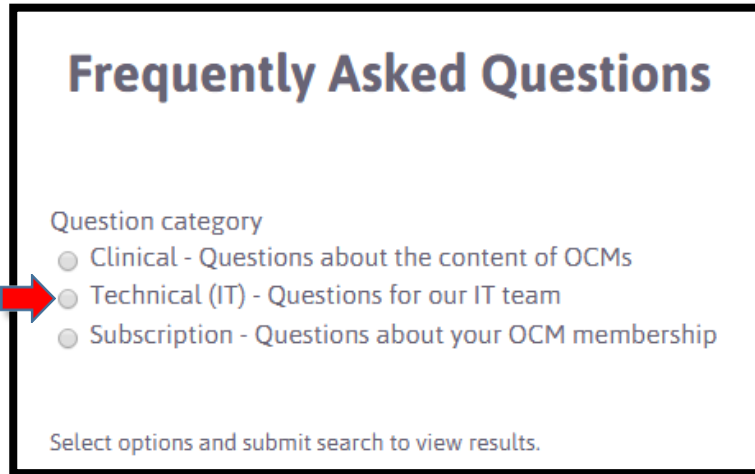
15. Click on the link in the e-mail to view the required clarification or the answer to your question. You must be connected on the same account you used when you asked your question in order to be able to access the answer.

- 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.

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## OPTION 2: TECHNICAL QUESTIONS

1. Proceed with steps 1 to 3.
2. Click in the circle to the left of the word "Technical".



**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.

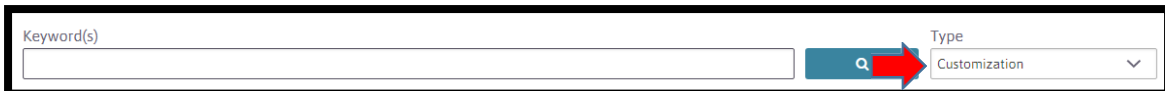
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3. To submit a question, you can search by:
  - a. keyword(s);



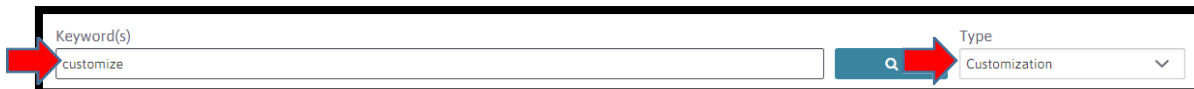
Keyword(s)   Type

- b. type;



Keyword(s)   Type

- c. keyword(s) AND type.



Keyword(s)   Type

4. Proceed with steps 7 to 15 (see OPTION 1).
  - a. Note: for this category, the form does not ask the user to link the question to a method.

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### OPTION 3: SUBSCRIPTION QUESTIONS

1. Proceed with steps 1 to 3.
2. Click in the circle to the left of the word “Subscription”.
3. The “Keyword(s)” search bar will appear. Add your question.



Keyword(s)

4. Proceed with steps 7 to 15 (see OPTION 1).
  - a. Note: for this category, the form does not ask the user to link the question to a method.