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.

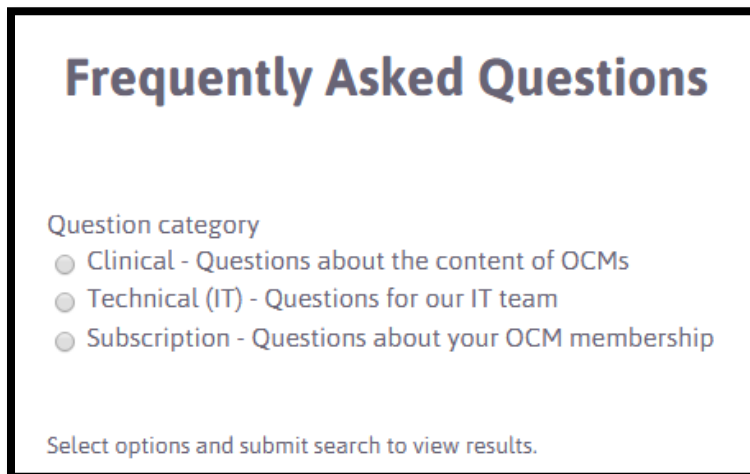We hope this tool is helpful,

The MSI team

Table of contents:

Frequently Asked Questions page

USING THE FREQUENTLY ASKED QUESTION TOOL

1. Go to the OCM Home page.

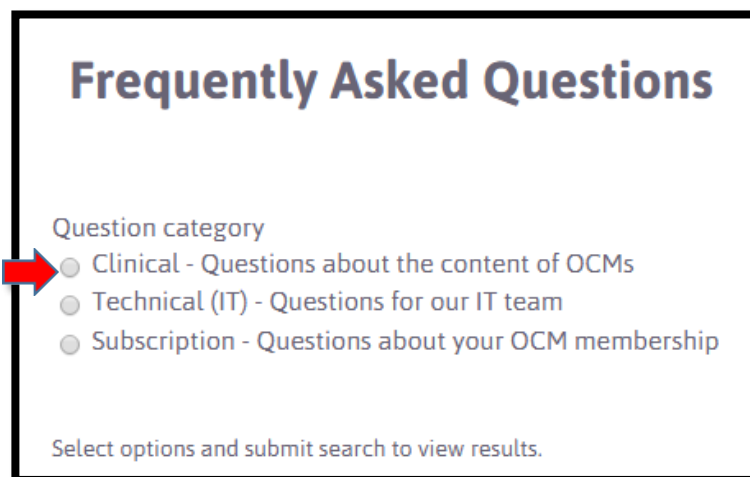2. Click on the following tab situated on the right side of your screen.

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.

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

   - thematic;

   - keyword(s) AND thematic.

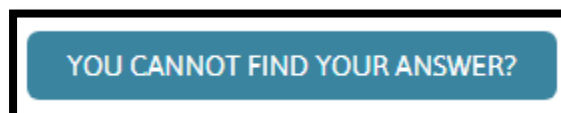7. Then click on the following tab to launch the search:

8. If your question
   - <u>generates answers</u>: if needed, sort them by relevance by clicking on the arrow next to the word "Relevance", then check and see if they are suitable;

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

Frequently Asked Questions page

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 *
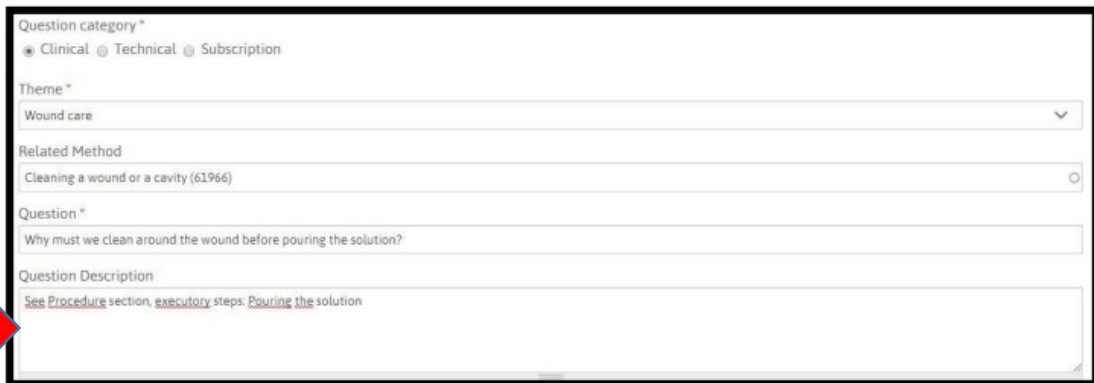◉ Clinical ○ Technical ○ Subscription

Theme *
Select...

Link this question to a method? *
○ Yes
○ No

Question *

Question details

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

Question category *
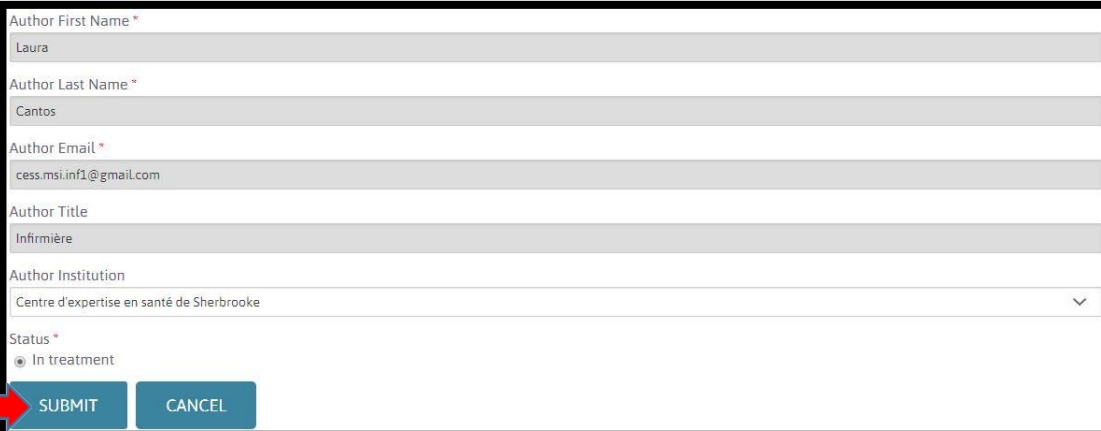◉ Clinical ○ Technical ○ Subscription

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".

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;
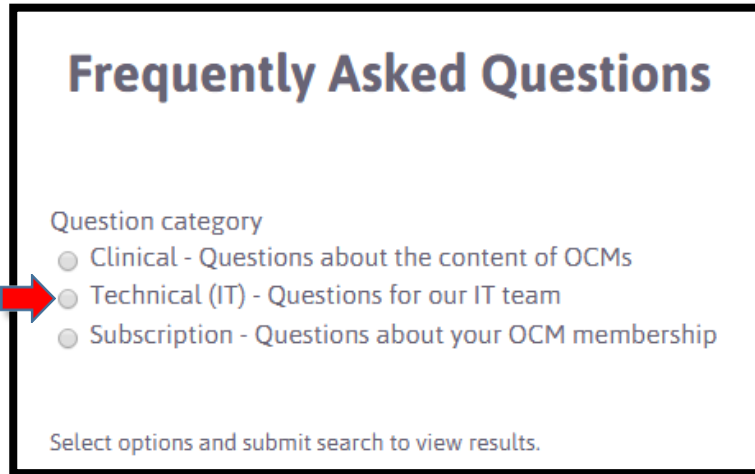   - OR the answer to your question.

15. Click on the link in the e-mail to view the required clarification or the answer to your question. <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.

Frequently Asked Questions page

OPTION 2: TECHNICAL QUESTIONS

1. Proceed with steps 1 to 3.

2. Click in the circle to the left of the word "Technical".
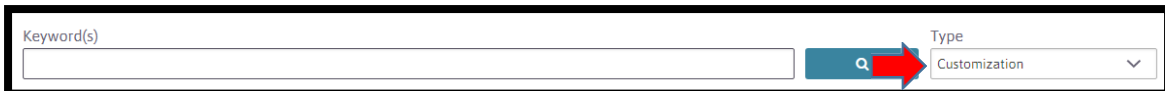
3. To submit a question, you can search by:
   a. keyword(s);
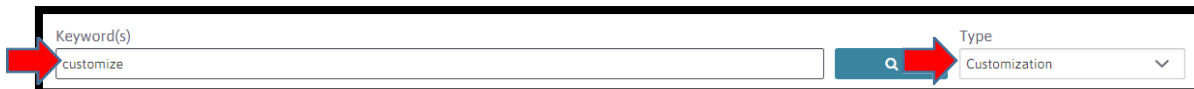
   b. type;

   c. keyword(s) AND 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.

Frequently Asked Questions page

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)

what is the price for a private business

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.