

## **Frequently Asked Questions:**

### **What is the Sharp Insight Community?**

The Sharp Insight Community is a community of individuals who have voluntarily chosen to participate in online research studies about Sharp HealthCare.

### **Who can participate in the Sharp Insight Community?**

Adult residents of San Diego County who have had a Sharp experience – whether in a hospital or clinic – are invited to join.

### **What information is required to become a member?**

The completion of a brief member profile, which includes basic contact information, is required for joining the Sharp Insight Community.

### **How long will I have to complete each survey?**

You will typically have 2 weeks to complete each survey.

### **How many surveys do I have to complete?**

We encourage you to participate in as many studies as you are invited to. We will send out activities to the members about every 2 weeks, and from time to time, we will also send tailored surveys to specific groups of members based on your demographics and interests.

### **How long will I remain on the panel?**

You will remain on the panel as long as you choose to participate. Members may remove themselves from the Sharp Insight Community at any time by clicking the unsubscribe button found at the bottom of the emails that you receive from us.

### **Will my profile information be sold to other companies?**

The information collected by the Sharp Insight Community **WILL NOT** be sold or distributed outside of Sharp HealthCare. All information is strictly confidential. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. To learn more about how we treat the information you provide, please read our [Privacy Policy](#).

### **What if I forget my password?**

If you cannot remember your password, simply click on the “Forgot password” button on the panel login page: [www.sharpinsightcommunity.com](http://www.sharpinsightcommunity.com) to have it e-mailed to yourself. If you continue to experience problems, click on the "Technical Support" link in the bottom left corner of the page.

### **How do I complete a survey?**

You will be e-mailed a unique URL address for each survey you are invited. Simply click on the URL included in the email or alternatively cut and paste the address into a web browser of your choice and complete the survey form online. Survey length is closely controlled to minimize the use of your time.

### **What do I get in return?**

As a member of the Sharp Insight Community, you will receive feedback from the surveys you take part in. We may also share how your feedback is being applied to Sharp HealthCare. Your input will directly help shape decisions at Sharp HealthCare and help develop and improve the organization.

### **How can I be sure you got my responses?**

If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

### **Technical Problems**

Please click on the Technical Support link found in the bottom right corner at <https://www.sharpinsightcommunity.com/Portal/default.aspx>. Here you can view Frequently Asked Technical Support questions and contact our Technical Support team directly with any queries or general comments.