

# gathering patient inFORMation

## Streamline Information Gathering with Online Forms Damian Gough

Virtual Podiatrist



What can we help you with?

What is your main concern? \*

Choose more than one if necessary

- ☐ heel pain
- ☐ ankle pain
- ☐ toe pain
- ☐ middle of foot pain
- ☐ leg pain
- ☐ toenail problems (including difficulty cutting nails)
- ☐ skin condition
- ☐ hard skin
- ☐ corns
- ☐ wart
- ☐ ingrowing toenail
- ☐ fungal nail infection



Too Many Forms

Don't ask for the  
same information  
more than once

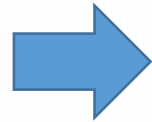
Go paperless

# What are online forms?

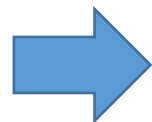


- User focussed
- Digital
- Green
- Efficient
- Accessible

# Built in Forms



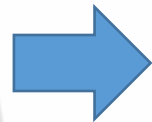
**snapforms**



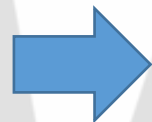
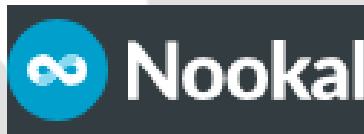
DIY



**PracSuite**



built in



**snapforms**



built in plus



**snapforms**



built in

# Benefits of online forms

- the information you get is what the patient enters
- you can get specific information prior to their appointment
- you demonstrate your professionalism and efficiency
- helps engage the patient in your practice before they even see you
- accessible to vision impaired people
- you can analyse the responses over time to see trends and focus your marketing or education



# a podiatry

ow and change if necessary.

	Preferred Name	Supreme galatic ruler
	DOB	18/01/1966

you identify as  
original or Torres Strait  
ander

< Messages Toe Cheese Pod Details

Hi. Thanks for booking an appointment at Toe Cheese Podiatry. So we can start to get to know you please complete this form before your appointment.

<https://feet.fyi/toe> Don't forget to give us a call if you need to re-schedule. Thank you.



Text Message

Send

appointment  
booking

send link to  
form

patient  
completes form

data added  
to a document

document sent  
to admin

by any method.

by SMS or email  
when you confirm  
the appointment

by clicking the link.

maybe direct to your  
practice software or via a  
spreadsheet which syncs  
fields into a document.

either by email or  
into cloud storage

# Terminology

**Field** – the area that contains the answer or value

**Short Text** – usually a single line. Used for name, address, etc

**Radio Button** – usually a circle where there is only one selection permitted (like multiple-choice)

**Drop Down** – a list of options with a single answer

**Check Box** – a box where you tick to select. Usually have the option to choose more than one

**Paragraph** – for long text answers. you can set min or max character count

**Required** – compulsory question which you must answer to progress or submit.

**Response Validation** – a way of checking that the answer is valid. eg email or phone number

**Conditional Logic** – changing the questions according to the user

Name	Value
Name	<input type="text"/>
Sex	<input type="radio"/> Male <input checked="" type="radio"/> Female
Eye color	<input type="text" value="green"/>
Check all that apply	<input type="checkbox"/> Over 6 feet tall <input type="checkbox"/> Over 200 pounds
Describe your athletic ability: <input type="text"/>	
<input type="button" value="Enter my information"/>	



# Designing Your Forms

- Pen and Paper (post it notes)
- Arrange questions (and answers) in a patient focused order
- Use plain language
- Be inclusive
- Be accessible

# LGBTQI+ Inclusive Questioning

- Sex Female/Male/Non-Binary [Text Box]
- Gender Woman/Man/Self-described [Text Box]
- Pronouns
- Marital status include terms like Partner and Domestic Partnership
- Don't ask if you don't need to know

# LGBTQ Inclusive Care Pride in Health + Wellbeing



Wednesday, August 24th 2022

6:00 PM - 7:30 PM



Online



Free



# EOI Pride Membership & LGBTQ Inclusive Care Coaching for Allied Health Practices

The Primary Health Network Hunter New England Central Coast (the PHN) is pleased to be offering Allied Health practice managers/owners in the Hunter New England and Central Coast regions the opportunity to apply for one of ten **Pride in Health + Wellbeing Lite Memberships valid for a 12-month period**. This membership is designed to support practices to provide improved LGBTQ inclusive health care.

Successful practices will be assigned a dedicated **Relationship Manager** as a mentor and coach to work towards improving the practices capabilities in providing LGBTQ inclusive care. The Relationship Manager will assist practices to identify potential service gaps, design a tailored approach to address these gaps and conduct monthly meetings to monitor and support the process of closing the gaps. Practice staff will be upskilled through consultation and ongoing training and provided access to member-only resources including, the latest research, best practice information and networking opportunities.

For more details on what the Lite membership includes see **Member Benefits**

<https://www.prideinhealth.com.au/pride-in-health-wellbeing-membership/member-benefits/>

Please note any additional training or consultations requested and not included in the membership must be funded by the practice.



# First Nations People



‘Are you [is the person] of Aboriginal or Torres Strait Islander origin?’

Standard response options should be provided to clients to answer the question (either verbally or on a written form):

No

Yes, Aboriginal

Yes, Torres Strait Islander

Yes, both Aboriginal and Torres Strait Islander

If the question has not been completed on a returned form, this should be followed up and confirmed with the client.

*National best practice guidelines for collecting Indigenous status in health data sets.*  
*Australian Institute of Health and Welfare*

# People with disabilities or low literacy.

- Online forms are often easier than paper
- Screen readers and speech to text tools
- Forms must be designed with accessibility in mind

1. Use labels that are always visible
2. Identify Required and Optional Fields
3. Use descriptive error messages

Email address

Enter email

Mobile number (optional)

Email address

Please enter a valid email address.



# Submit

**Thank you. We look forward to meeting you at your appointment.**

Toe Cheese Podiatry 3 Cheddar St, Bega.

Submit

Thank you page  
Web page on your site

# Reporting and Analytics

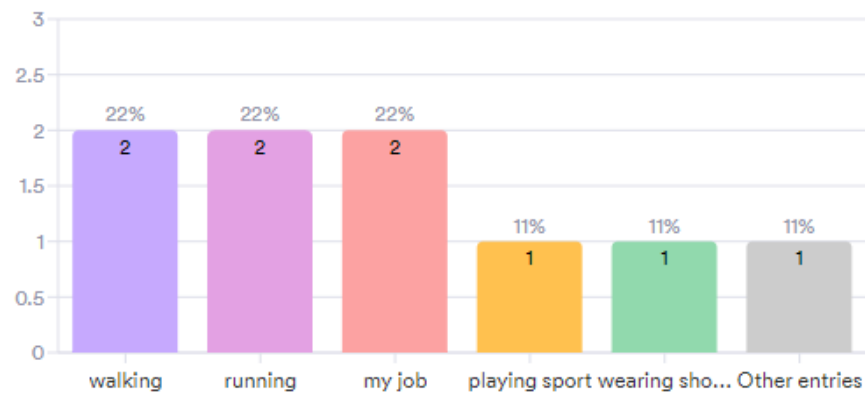
What footwear do you use most of the time

9 Responses



What does this problem prevent you from doing?

9 Responses



What outcome are you hoping for after your appointment

8 Responses-1 Empty



# Questions

Form Link [feet.fyi/toe](https://feet.fyi/toe)



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