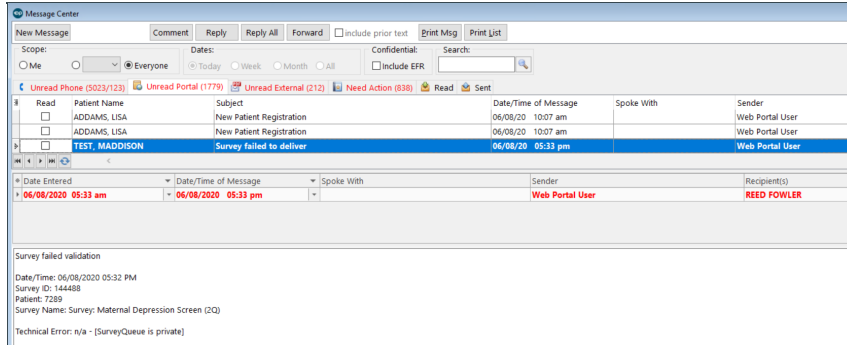


Will a survey be sent to the Patient Portal with a Visibility higher than Any Staff Member?

Last Modified on 07/30/2021 9:22 am EDT

A survey that has a visibility level of Clinical Staff only or higher does not get sent to the Patient Portal. A message in the **Unread Portal** tab will alert the staff that the survey failed to deliver.



Read	Patient Name	Subject	Date/Time of Message	Spoke With	Sender
<input type="checkbox"/>	ADDAMS, LISA	New Patient Registration	06/08/20 10:07 am		Web Portal User
<input type="checkbox"/>	ADDAMS, LISA	New Patient Registration	06/08/20 10:07 am		Web Portal User
<input type="checkbox"/>	TEST, MADDISON	Survey failed to deliver	06/08/20 05:33 pm		Web Portal User

Date Entered	Date/Time of Message	Spoke With	Sender	Recipient(s)
06/08/2020 05:33 am	06/08/2020 05:33 pm		Web Portal User	REED FOWLER

Survey failed validation
 Date/Time: 06/08/2020 05:32 PM
 Survey ID: 144488
 Patient: 7289
 Survey Name: Survey: Maternal Depression Screen (2Q)
 Technical Error: n/a - (SurveyQueue is private)

If appropriate to do so, navigate to the Survey and update the Visibility Level to Any Staff Member. **Clinical tab > More button (Customize group) > Surveys.**

OP sets all defaults to share all information. Any individual decisions by Practice-users to restrict information sharing (access, use, or exchange) are the responsibility of the Practice in the implementation of its 21st Century Cures Act Information Blocking policies and procedures for its Practice and patients.