	SDOH Tool and Program FAQ	
Demographics	1. How do I know the patient's MCO number?	Please see patient's Medicaid ID or Managed Care insurance ID.
Demographics	2. Do Managed Medicaid patients still count towards our target?	Yes, managed Medicaid patients will still be counted.
Demographics	3. Where do I input the ID for ADAP patients?	The insurance drop down has option for ADAP configured now.
Demographics	4. How do I select DOB?	Click on the date box and free type OR Click on the calendar icon on the right, click on year again, and select the year and month.
Demographics	5. If a patient is homeless what address should be specified?	Click on check-box to identify if person is "homeless" and then navigator should write location person is sleeping in the address bar.
Demographics	6. For uninsured patients do they need an ID to act as a unique identifier?	The PPS will add a Unique Identifier field and the navigators can use same format they used for PAM.
Survey	7. What if a patient says 'No' to every question asked?	It is important to use your motivational interviewing skills to help discuss these questions further and their reasoning as to why they're saying 'no'.
Survey	8. If a survey is given by paper and then input into the tool by a different employee with user access how will the navigators be tracked?	The PPS will add a field in the opening page asking name of navigator who completed the survey. If a person inputting the survey in the tool did not complete the survey with patient, then they will enter name of navigator that did the survey.
Survey	9. If the patient is under 13 years old should the navigator use the parent's ID for insurance? Should I use the child's insurance ID? Does the survey still count if they use the parent's ID?	Whoever the client is or whoever SDOH factors will be identified in the survey, it should be their ID.
Survey	10. How many surveys do I give if I'm meeting with a family?	One survey per family. If the patient is 13 years or older, they will get their own individual survey based on their own priorities/concerns.
Survey	11. Can we have our client data previously entered in Flourish?	The PPS has access to reports in Flourish that we will have saved. At this point the Flourish data will not be shared with partners. Partners will not be given lists of all the patients they surveyed during PAM. If the leadership changes decision in future, the lists will be released to the partners.

Survey	12. If I have a license can I access the survey tool on multiple devices ex. my phone and computer?	Yes, your login will let you access the tool on multiple devices.
Consent	13. Do we need consent from the patient?	Yes, because the question set contains PHI.
Consent	14. What if the patient doesn't know how to write in order to sign for consent?	Please encourage them to make some type of mark/indication that they signed (ex. Can write an X)
Consent	15. How do I document if a patient provides consent over the phone?	Document verbal consent on paper "consent received over the phone" and put patient initials For those using the tool, write on the signature box "consent provided over phone"
Consent	16. What happens if a patient refuses/doesn't consent?	Use your Motivational Interviewing skills. Say "Would you mind telling me why you wouldn't want information about community resources? This questionnaire simply helps me identify what information best suits you".
Language	17. Will the app be translated in other languages?	The app is currently in English and Spanish. The paper surveys will also be available in both English and Spanish.
Language	18. What if I have to survey a person in a language other than English or Spanish?	Please use your organizations language access service via telephone interpreter or bilingual staff person.
Language	19. Does my organization have Interpreter services available to help conduct a survey in languages other than English/Spanish?	Yes, all organizations who receive federal funding are mandated to provide FREE language access services. Please reach out to cramsey@statenislandpps.org for more information or assistance finding out your language access information.
Resource	20. What happens if a patient doesn't follow through with referrals?	The patient still should be followed-up with within 2-4 weeks. It is important to document that you tried following-up with the patient.
Resource	21. Can more than one referral be sent for the same issue identified?	Multi-select functionality will not be available currently. Primary referral resource should be selected. You can write down other referral under "What Matters to You" box, and if using paper tool, then document in notes
Resource	22. What happens if I refer outside the given referral choices?	Please select "other" and specify in the notes "What Matters to You" section.
Resource	23. Can I refer the patient outside of Staten Island to other boroughs?	Yes, you can refer the patient to another organization outside Staten Island if that is best/most convenient for the patient.
Resource	24. Can I refer a patient to my own organization?	Yes, if you feel that your organization has the best option for the patient you can refer the patient within.

Resource	25. If a patient identifies a need but a referral wasn't given due to their priorities how do I document that?	Please note this reasoning in the "what matters to you?" section.
Data/PHI	26. What happens if a patient asks where this information goes?	The information is stored in a secure information database that is not shared. The information is only to help refer the patient.
Data/PHI	27. How will the PPS be analyzing this data?	The data collected from this program will help determine the most pressing health factors affecting Staten Island's neighborhoods across various race and ethnicity, age group, gender, zip codes, etc. It will guide health improvement strategies in collaboration with the New York State Department of Health.
Data/PHI	28. Where should I keep the paper surveys that I conducted?	The paper surveys can be kept in a binder or scanned and saved to a secure location on a computer.
Program	29. What specifically will count towards an organization's target? Does the survey still count if the patient was lost to follow-up?	Yes, the survey will still count for the original partner who conducted the survey. Follow-up attempts/outreach must be documented in the referral tracker. 75% of target is tied to survey and linkages 25% is tied to follow up.
Program	30. How many trackers should an organization submit?	One tracker per organization should be submitted through FileZilla.