

Patient Opinion subscriber guide: responding to postings

Patient Opinion sends you an **email alert** when a posting relevant to your subscription is published. This email has a link, which you can click to view the story on the Patient Opinion website. Follow this link to read the posting in full.

Here is an example of an email alert:

Email from Patient Opinion

Dear Craig

[Patient Opinion](#) has published a story relevant to you.

Here is your **personal link** to the story, which will log you in the first time you click it:

[So happy with Box Hill Hospital Maternity](#)

You can also [see who we've told about this story](#)

If you have responding rights, you can post a response below the story.

Can I share this email?

Feel free to forward this email - but make sure you **click the story link first**. If you share your personal link before you click it, someone else might accidentally log in as you.

Can I change which emails I get?

Yes, of course. Log into Patient Opinion, and then [change your alerts](#).

We can send you alerts for just the stories that matter to you - filtered by location, service, specialty, tag or even criticality. If you need help with changing your alerts:

- See our [help with alerting](#) page
- or email us at info@patientopinion.org.au
- or call us on **+617 3354 4525** during office hours

With best wishes

The *Patient Opinion* team

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Just click on the link in the email alert you have received and this will take you to the posting and also sign you in.

When you are logged in as a subscriber, you can see the criticality of the posting (how serious Patient Opinion has rated the feedback) and if you have the right permissions, you can reply publicly.

When you taken to the posting, you will see a yellow box on the right hand side. If you have permission to respond, you will see a box beneath where you can write your reply*

The screenshot shows the Patient Opinion website interface. At the top, there are navigation links for 'Home', 'Tell your story', and 'About us'. A search bar is also present. The main content area features a story titled '" So happy with Box Hill Hospital Maternity "' with a criticality rating of 0 and 253 views. A yellow box on the right side of the story provides information about the criticality rating and the number of views. Below the story, there is a 'Your reply:' section with a text input field and a 'Send your response' button. The input field contains the text 'Type something'. Below the input field, there are options for 'Are you planning a change in response?' and a dropdown menu for 'How would you like to sign your response?'. The dropdown menu is currently set to 'Craig Hislop, IT, Patient Opinion Australia'.

Extra subscriber information here.

You can see when the story was published, the criticality rating and how many times it has been read

Use the help link for examples of good responses

Type your response here

Say if you have made a change and sign off your response

Once finished, click "Send your response". This is sent through to us and when we publish your reply you and others on your subscription will be notified by email.

Any questions, please do not hesitate to get in touch

- Email us at info@patientopinion.org.au
- or call us on **07 33544525** during office hours