

Frequently Asked Questions

What is Carolinas HealthCare Listens?

Carolinas HealthCare Listens is an online community of individuals who share feedback via short, online surveys. Individual responses are confidential.

What is the purpose of the community?

The purpose of Carolinas HealthCare Listens is to gather opinions and ideas from our community. These insights may drive business decisions that help improve the care and experiences we provide across Carolinas HealthCare System.

How does the community work?

- Once you are a member, we will email you links to surveys about once or twice a month. Follow the links to complete the surveys.
- We will occasionally share survey results with you, as well as information on changes we make as a result of the community's feedback.

What topics will be covered in the surveys?

Survey topics may include:

- Care experiences
- Identifying better ways to communicate with patients
- Service improvements
- New service ideas
- Communications

Join Carolinas HealthCare Listens

Who is eligible to join?

Individuals 18 or older, who live within the online community's geographic area, can join Carolinas HealthCare Listens. Interested participants should have an interest in influencing services, patient communication and patient experiences at Carolinas HealthCare System.

Do I need to be a current or former patient in order to participate?

No. We are interested in your feedback even if you've never been a patient of Carolinas HealthCare System.

Can employees of Carolinas HealthCare System participate?

We are not offering an employee insight community at this time, however if you are interested in joining an employee community in the future, please click the "Join Now" button on the login page and take the new member survey where you will be asked to input your email address within the first two questions. You will then be contacted if an employee insight community becomes available.

What are the expectations of being a member?

We encourage you to complete as many surveys as you are invited to take.

How do I become a member?

Visit CarolinasHealthCarelistens.org and select the "Join Now" button. Complete the new member survey. You will receive an email if you are qualified to join.

What information is required to join the community?

All potential members need to complete a new member survey. We'll need your age, where you live, marital status and other details. We are looking for opinions from a wide range of people.

Member Privacy

Will my information be private?

Yes. When you participate in a Carolinas HealthCare Listens survey, your individual survey responses will be confidential. Your member information will not be sold, traded or transferred to third parties.

Will my Carolinas HealthCare Listens profile information and survey responses become part of my Carolinas HealthCare System medical record (or employee record, if applicable)?

No. Your self-reported personal profile data and any other information you provide, including your individual survey responses, will not be linked to any other Carolinas HealthCare System data, including

your medical record (and/or employee record, if applicable). For more information, please view our Privacy Policy.

Surveys

How do I complete a survey?

You will be sent an email invitation once a survey is available. Simply click on the link in the email and complete the survey online. Or, log in to CarolinasHealthCareListens.org and check your member page for available surveys under “My Activities.”

How often will I receive invitations to surveys?

Members can expect to be contacted up to twice a month. Depending on the information you provided in the new member survey, some surveys might not apply to you.

How do I know if my survey responses were received?

If you are redirected to the main community page after completing a survey, your responses were submitted. If you are concerned that your responses may not have been received, you can check by:

- Clicking on the survey link in your email invitation. If the survey was not completed, the remaining questions will appear for you to complete.
- Logging in and looking under “My Activities.” If this survey is still in your list of surveys for completion, the survey was not completed and your responses were not received.

Will surveys be conducted in languages other than English?

No, at this time, surveys only will be offered in English.

How do members receive information about the surveys they complete, including results and improvements?

Results from surveys are shared with decision-makers at Carolinas HealthCare System. Select study results and service improvements will be shared with members through the “Newsletter” page on CarolinasHealthCareListens.org and through email.

Logging In

How do I log in to the community?

Visit carolinashealthcarelistens.org where you will find a Member Login option on the right-hand side of the page. Enter your email address and password that you created.

I am having trouble logging in. What should I do?

If you have just joined Carolinas HealthCare Listens and have not yet received a confirmation email, you will not be able to log in. Please check your inbox and click the link in your confirmation email to complete your registration and gain access to the community.

If you are already a member, please make sure that you do not enter blank spaces when entering your email address or password. Also, passwords are case sensitive.

If you forgot your password, enter your email address in the login field and select “forgot password.” A temporary password will be sent to you by email. Please allow up to 20 minutes for a new password to arrive through email. You will be able to change your password once you are logged in. If you are having another problem logging in or need help, please visit Technical Support.

Specific Feedback on my Care

If I have a complaint, compliment or request for more information, how do I get help?

Your questions, comments or requests for more information are always welcome. Please call us at 1-800-821-1535 or visit <https://www.carolinashealthcare.org/chs-contact-us>.

Please do not use this site to provide or communicate specific health care or financial information. If you need immediate emergency help, call 911.