

**What is meant by the term ‘consult’?**

PCQC uses the terms ‘consult,’ ‘encounter,’ and ‘visit’ interchangeably. All three of these terms indicate a formal interaction between the patient and palliative care team at a given time. While your team or your electronic health record may define these differently (‘consult’ being the entirety of an admission, for example), entries into PCQC should follow PCQC’s definitions.

**If I previously entered a patient’s demographic data into the old platform, do I need to re-enter their demographics on this form?**

No, if a patient’s demographic information has already been captured on either platform, you do not need to re-enter this information. If you are unsure, it would be best practice to enter this information.

**Why can’t I see the ‘Previous Page’ button?**

The form utilizes branching logic that tailors the experience to only show you relevant questions. If you have reached a section via branching logic, it may not be possible to return without jeopardizing the logic. However, when the survey has been completed, the final page will provide a link that can be used to restart the survey with all answers pre-populated. You can then change the response to the question that was answered in error, confirm the remaining responses, and re-save.

**Why aren’t the question mark icons working for me?**

While the question mark icons may look like buttons, they should not be clicked, but rather hovered over until the additional text appears. If you are hovering over the question mark icon and still not seeing help text, it may be a setting on your computer that is overriding this functionality. Additionally, these help text icons will not work on phones/tablets, so we recommend a computer to be used for full functionality.

**Why are there two questions about optional data elements? What is the difference between them?**

If you are entering demographic information, you will see two questions that prompt you to select if you would like to see additional optional questions. The first is asking about optional demographic elements and the second is asking about optional consult details. If you are not entering demographic information, you should only see one of these questions.