

## Question & Answers

QUESTION ?	ANSWER !
<p>1. Is there a limit on the number of words I can write in 'open' questions and which require free text as answer?</p>	<p>Yes there is. The limit varies according to the degree of detail needed to answer the question. There are three sizes of text boxes:</p> <ul style="list-style-type: none"> <li>• Large: max 1260 characters</li> <li>• Medium: max 240 characters</li> <li>• Small: max 120 characters</li> </ul>
<p>2. What do I do, if I don't know how to reply to an open question?</p>	<p>If you cannot answer an open question, please write 'Don't know' / 'Not relevant' / 'Not applicable' or any wording you prefer in the text space as opposed to leaving it blank.</p>
<p>3. I find that there is no category that fits my answer and that I therefore cannot respond to a question in a truthful manner. How do I manage that situation?</p>	<p>We have tried to structure the questions so you can always answer truthfully. If you still find yourself in a situation where you have to provide a non-applicable or a not entirely truthful answer in order to proceed, please state explicitly which question/answer it was in the comment box at the very end of the questionnaire.</p>
<p>4. The telemedicine service I am responding on behalf of is a discontinued service, but I'm presented with a question that relates only to a running service and I cannot skip the question automatically. What should I do?</p>	<p>We have tried to avoid this situation, but if you encounter it, please use the 'Don't know' / 'Not relevant' / 'Not applicable' or 'Comment' option if you cannot skip the question automatically.</p> <p>For open questions / free text responses, see question 2 above.</p> <p>If neither approach is optional, then please choose an answer and make a note of it in the comment box at the very end of the questionnaire (as suggested in question 3 above).</p>
<p>5. Is it possible to be a multiple respondent for the same questionnaire response?</p>	<p>The questionnaire is designed to have one telemedicine service described per questionnaire, but there can still be several respondents. One person will appear in the introductory part as the main respondent. However, if colleagues are better equipped to answer parts of the questionnaire in a more detailed way, then the link to the questionnaire can be shared among you.</p> <p>When you enter the questionnaire through the link, the answers that have already been entered will appear. New respondents can click their way to the section they are to complete.</p>

<p>6. The questionnaire contains words or phrases I don't understand. How do I proceed?</p>	<p>The questionnaire contains a glossary in its first part. Please read this carefully before starting.</p> <p>You will also find the same glossary at the bottom of this paper. We advise you to keep it close while you are completing the questionnaire.</p> <p>If you are multiple respondents – see question 5 above – remember to share this document with the other respondents to the questionnaire as well.</p>
<p>7. Does the system save my entries? Can I leave the questionnaire unfinished and return to it at a later stage to complete?</p>	<p>The system automatically saves the entries you make.</p> <p>Yes you can come back to your entry at a later stage.</p> <p>The questionnaire is quite substantial and we know that time can be scarce. So if you prefer to complete the questionnaire in parts, you can do that and not risk losing the already entered data. However, you will enter at the beginning of the questionnaire every time you open it. With the right arrow you can click to the place in the questionnaire where you ended at your last entry.</p>
<p>8. Can I come back into the questionnaire and correct/add to an answer if I want?</p>	<p>Yes you can. Using the left arrow you can go back to each question you have already completed and correct it or add to the response you gave.</p>
<p>9. I have already completed the questionnaire e.g., in early summer 2012 and described a service. Do I have to complete it again for the same service?</p>	<p>Unfortunately yes. You have to complete the questionnaire again.</p> <p>We apologise for this inconvenience, but it has not been possible to integrate the answers we received in the validation round. So you have to obtain a link and complete the questionnaire for the same service.</p> <p>To help you re-enter your data, you can however obtain an excel copy of all the answers you provided to the old questionnaire by sending an email to <a href="mailto:questionnaire@telemedicine-momentum.eu">questionnaire@telemedicine-momentum.eu</a></p>