

KP Designs with Me - Community FAQ

Who can join the community?

Kaiser Permanente members who have received an e-mail invitation to join the community. Because we aim to maintain a community that is representative of the Kaiser Permanente member population, members may join by invitation only.

Why did I need to complete the registration questionnaire?

We asked about your characteristics, such as age, gender, employment, and so on. We rely on this information to create a diverse community. We protect your privacy, and such information will not be shared with other members of the community.

Why should I join?

The surveys and discussion forums we ask you to participate in are likely to be relevant, interesting, quick and easy, and influential. You will have an opportunity to have a direct impact on how care and services are designed at Kaiser Permanente. Your voice will be heard.

Is the information I give you safe?

We take your privacy as seriously as you do. Kaiser Permanente fully complies with the HON code standard for trustworthy health information.

The Health On the Net Foundation (HON) is a nonprofit organization designed to raise the quality of online health and medical information. The Health On the Net Foundation Code of Conduct (HON code) is a widely endorsed set of voluntary ethical guidelines for developers of online health content.

We will use your data in accordance with our privacy policy.

How much time will I be spending on the platform?

That depends on many factors. We are looking for people who are able to spend 1-2 hours a month on specific activities on the platform.

How do I participate in specific activities?

We will send you an e-mail invitation. The message will include information about the activity, a link to the survey or forum, and participation instructions.

Do I have to take part in a survey or a discussion forum when I'm invited to do so?

No, all participation is voluntary. However, your opinions are very important to us, so we hope that you will use the opportunity to tell us what you think.

Under what circumstances can I be removed from the KP Designs with Me community?

Anyone found to be misusing the KP Designs with Me community Web site by either posting inappropriate material or answering questions falsely (e.g., answering all questions with the same answer or selecting the first option in every question) will not be contacted for any further activity and may be removed from the community (See our Terms and Conditions for more information).

I lost my password. Is there a way to retrieve it?

If you can't remember your password, select the Forget Password link on the login page. Your password will be sent to your e-mail address.

What if I change my name or e-mail address?

No problem. You may update your name on the My Account page of this portal. To update your e-mail address, send a request to: support@kpdesignswithme.org

What if I'm not getting any invitations to surveys or discussion forums?

If you haven't done so already, please add us to your safe senders list. Internet Service Providers change their filters often, which may cause your research invitations to end up in your junk e-mail folder or it may be blocked completely. It's a good idea to check your subfolders to make sure you don't miss any of our survey invitations.

Who do I contact if I have questions or comments about an activity?

Please send an e-mail to support@kpdesignswithme.org and we will be very happy to answer any questions you may have, as well as listen to any suggestions or comments. Questions or comments about the design or content of specific surveys will then be forwarded to that activity's project manager.

What if I want to quit the community?

You can unsubscribe from the community by clicking the 'Unsubscribe' button under "Cancel my membership" section on the My Account page of this portal.