

**REVIEWER QUESTIONS – NN/LM MidContinental Region
Access to Electronic Health Information**

Utah AIDS Foundation
Salt Lake City, UT
Project Name: Access to Electronic Health Information 2004

Your proposal for the Access to Electronic Health Information funding generated the following questions from the reviewers. Please call if you need clarification on any of the questions. 1-800-338-7657 #1, #1 your responses will be due by or before August 5, 2004 by email. Send your responses to Claire Hamasu, Associate Director. chamasu@RML4.utah.edu.

1. Please provide data on how many clients use each of the clinics.

The following is data as reported by each clinic in regards to number of HIV Clients served:

Utah AIDS Foundation: 223
Midtown Community Health Center, Ogden, Utah: 35
Weigand Homeless Day Center, SLC, Utah: 15
HIV Services Clinic, Boise, Idaho: 320

2. There seems to be a technical component missing. Please provide details on how the kiosks will be maintained—protection against viruses, software patches etc. Who will be responsible for this technical support and what are her/his qualifications?

Technical assistance for all of our computers and networking is done by Direct Pointe. Direct Pointe donates web hosting services, support, and computer management to the Utah AIDS Foundation (UAF). Michael Brown, Director of Managed Services at Direct Pointe, has volunteered as network programmer/administrator for UAF since 1994 and quite qualified to meet the needs of this and other UAF technologies. Michael along with Stan Penfold will work together in maintaining and trouble shooting any hardware and software problems that we may encounter.

3. People will want to take away information with them, yet there has been no provision for equipment or support of this service. How will this service be provided?

Providing printers at each kiosk was considered, however securing the equipment was a significant issue as the printer would be a stand alone device and separate from the proposed kiosk design. We are planning to provide options for email requests for certain printed materials which can then be mailed to clients, as well as brochures or previously printed materials to be available in the area with each

7. Please provide more details on how UAF volunteers will be used at the other sites, in case staff is not available for one on one client assistance. How will volunteers support the Idaho site?

Volunteers from Eccles Health Sciences Library will help the UAF Resource Library staff to educate and train other UAF staff and volunteers to then train users and staff at kiosk sites. UAF volunteers will be used as they are needed at each kiosk site. Part of the training program planned for service providers is designed to allow each kiosk site to function with minimum intervention from UAF Staff or volunteers. However, there will be 4 to 5 trained volunteers to assist UAF staff in training, maintaining and servicing kiosks. Occasional trips to each site by volunteers and staff will take place as needed. The majority of volunteer help will take place in the UAF Food Bank, assisting clients with the UAF Resource Library on-site services and kiosk.

8. You are encouraged to offer staff training at kiosk sites more than 1x during the project. This will allow catching those who are not available for the first round of training, for example new staff.

See new timeline below for additional trainings scheduled.

Activity	Month Planned	1	2	3	4	5	6	7	8	9	10	11	12
Activity: Train volunteers to use, and teach consumers to use, Health Kiosk resources				X	X								
Activity: Install Health Kiosks in Utah locations					X								
Activity: Provide Health Kiosk training to service providers at Utah kiosk locations					X					X			
Evaluation: Pre- and post-tests to training recipients						X					X		
Activity: Install Health Kiosk training to Idaho kiosk location						X							
Activity: Provide Health Kiosk training to service providers at Idaho kiosk location						X					X		
Evaluation: Pre- and Post-tests to Idaho training recipients						X				X		X	
Activity: Provide spontaneous one-on-one Health Kiosk training to consumers					X	X	X	X	X	X	X	X	X
Evaluation: training surveys to one-on-one trainees					X	X	X	X	X	X	X	X	X
Activity: Provide scheduled group trainings to consumers at UAF and						X		X		X			

Weigand Center												
Evaluation: Pre- and Post- tests to scheduled training participants					X		X		X			

9. Support Letters: There seems to be no commitment from the kiosk centers to maintain the kiosks following the project or to provide support for client use of the kiosks following the project. What is the commitment for these kiosks post-funding?

All of the clinics which have agreed to partner with us in this service have also agreed to take part in the maintenance and upkeep of the kiosks. This might include DSL costs or other shared maintenance issues. This was not thoroughly expressed in the original letters of support. Please see the attached notes from partnering clinics for their responses. Unfortunately, Maggie St. Claire, our contact at Weigand Homeless Day Center, was unavailable to respond immediately. She has, however, indicated that she will be happy to respond when she becomes available.