Completing the NRC Health Point of Care Survey in the Real-Time Platform

1. Login to your NRC Health Real-Time reporting platform using your email and password.
2. Select the hamburger menu and navigate to the "Extracts" report under "Analyst Corner" reporting section.
3. Select the date range to change to "Last 30 Days". Right hand corner.
4. At the bottom of the Extracts list, select the ⬇ Export for the Point of Care Survey Links to be sent to your email. Note: Once selected you will receive a message stating,
   "You will be emailed a link to download a CSV. At peak times this may take up to 30 minutes."
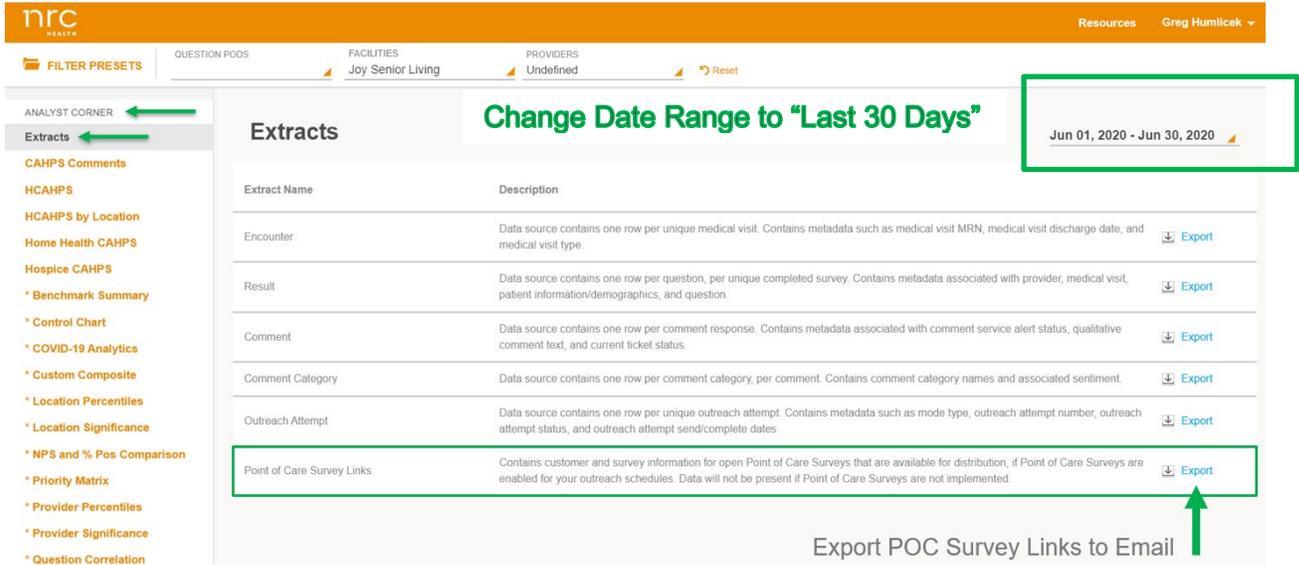
5. You will receive an email from DoNotReply@NRCHealth.com with the subject, "Your Real-Time Export is Ready".
   a. Click the "here" link to download your Excel CSV file of available Point of Care survey participants.
6. Once open, your Point of Care CSV file will contain a list of survey participants eligible to receive a Point of Care survey.
   a. Header fields will indicate the resident's last name, first name, question pod to be completed, location name, facility name, unique web survey URL, and expiration date of the survey.
   b. Point of Care Surveys are available for 14 -30 days upon creation. Check with your Account Manager for specific days surveys are valid for your organization.

7. To take the survey, click on the web survey link URL or copy/paste (column F) into device's web browser, such as a laptop, tablet, or smartphone.

a. It is recommended to have the Point of Care CSV file on the device on which the survey will be completed. This will make it easier for participants to complete survey.
b. Each Point of Care survey is unique and can only be completed once. Once the participant has completed their survey, their web link will become inactive.
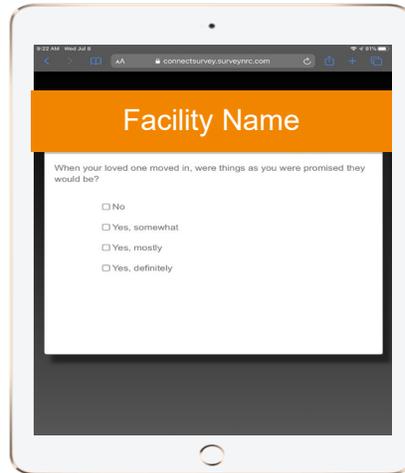
8. Once the participant has completed their Point of Care Survey, their results will become available in your Real-Time reporting platform within 15 minutes.

If you have additional questions, please reach out to your dedicated Account Manager for further support.