



# FAQs

Client Frequently Asked Questions

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# Client FAQs

## SNAP™ Platform

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### What is SNAP™?

SNAP™ replaces the paper forms patients fill out in waiting rooms with an iPad-based platform eliminating paper, printing, scanning, shredding and the retyping of data. With SNAP™, patients of any age can quickly and easily complete all necessary registration forms on a iPad at the touch of a screen in English or Spanish. SNAP™ also delivers relevant and targeted health information to patients at the point of care and is an educational resource for providers. SNAP™ enhances the patient experience while improving efficiency and reducing costs for the practice.

### What is SNAPdash?

SNAPdash is the front desk dashboard website controlled from a practice's computer. SNAPdash is a snapshot of the practice's ongoing patient registration workflow.

### Why the iPad?

The iPad is the industry standard tablet today. It has been adopted by the greatest number of consumers to date, and will be the most familiar tablet to your patients. The iPad has a user-friendly interface, and leading in rapid adoption by businesses. The iPad touch screen is simple to use for people of all ages and technology skill levels.

Research shows that reading on an iPad helped people of all ages process information more easily due to the iPad's LED screen, enabling people to read up to three times faster than with traditional print text. Your patients will pick it up in your waiting room quickly and easily.

### Is SNAP an EHR?

SNAP™ is not an EHR. SNAP™ is a tool used in your workflow providing ease of use, saving paper products, and preventing duplicate work (transcription). Future versions of SNAP™ will integrate with your PMIS or EHR software for seamless data inclusion for the front waiting room and treatment rooms.

### Does SNAP integrate with EHR & PMIS?

A subsequent version of SNAP™ will offer electronic communication with practice management information systems. Future versions will interface with select electronic medical records.

### Which forms will SNAP™ support?

SNAP™ is an iPad-ready platform customized by medical specialty with digital forms including:

- Patient Registration Forms
- HIPAA Consent Forms
- Patient Signature Capture
- Flu Vaccination Consent Forms
- Review of Systems
- Family, Social & Medical History

[View our forms here](#)

### **Can I create my own forms with SNAP™?**

In the future, Seamless Medical will provide a Custom Forms Package at an additional fee or as part of our Enterprise package. We will help you review, consolidate, develop specialty ROS forms, and integrate fully with your EHR. We are here to assist and make forms more focused and comprehensive in your Medical Practice, and save your patients time filling out the forms.

#### **The Custom Forms Package includes:**

- Consultative Forms Review and Consolidation
- Speciality Review of Systems Forms
- EHR/PMIS Integration

### **How do I integrate SNAP™ in the Patient Workflow at my Medical Practice?**

[Click here](#) to access “Step-by-Step Workflow” to learn how easy it is to use SNAP™ in the Patient Workflow at your Medical Practice.

## **iPad Navigation & Maintenance**

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**Please visit our iPad Navigation section [here](#) for instructions on using SNAP™ on you iPad.**

### **How do I disinfect the iPads? And is there a specific type of disinfectant wipe I need to use?**

You CANNOT use disinfectant wipes on your iPad that contain harsh chemicals, specifically alcohol. Alcohol on an iPad will diminish the touch sensitivity over time. Two brands we know of that do not have alcohol in the wipes are 3M Disinfecting Desk and Office Wipes at your local Office Depot and Dirt Rags Antibacterial Cleaning Wipes on Amazon.com.

### How do I complete a new patient encounter?

Please [click here](#) and we will walk you through the SNAP™ Patient Workflow.

### What if I do not want to include all the forms provided in SNAP™ for the patient to fill out?

When you are on the Admin Screen, you can select the specific forms that you want the patient to use during registration. You can simply turn each form “on” and “off” for each individual patient encounter.

### Can you explain to me which forms I need to use?

Each form serves a different purpose. Below is a description of each of the forms we provide:

- **Patient Information** provides the general patient registration information such as the contact and insurance information as well as additional demographics. Normally, Medical Practices ask new patients to fill this out, and patients that haven't been to the Medical Practice for an extended amount of time.
- **The Notice of Privacy Practices** follows the HIPAA Privacy Rule, the Medical Practice states their use and disclose of the patient's protected health information. Additionally the Notice explains it will acquire the patient's permission, or authorization, before using the patient's health records for any other reason.
  
- **Assignment of Benefits** is the arrangement by which a patient requests that their health benefit payments be made directly to the Medical Practice.
- **Authorization to Release Health Information** is the arrangement that the Medical Practice can release a patient's health information to billing, insurance companies, hospitals, etc.
- **Review of Systems** asks the patient to provide information about their current health condition.
- **Billing Notice** provides the financial policy set by the Medical Practice.
- **Social, Family, Medical History:**
  - Past History is the patient's past experiences with illnesses, operations, injuries, and treatments.
  - Family History is a review of medical events in the patient's family, including disease, which may be hereditary, or place the patient at risk.
  - Social History is an age appropriate review of the patient's past and current activities.

### What does the COG in the upper right hand corner of the screen do?

The Cog Icon is the control panel for the SNAP Admin and Front Desk users. The Cog Icon provides a drop down menu with options to complete, terminate or return to a patient encounter, logout a user, access navigation guides and client services for support. you call in with a support question.

## **What is the functionality of each of the Cog Icon's Menu options?**

- **Complete Encounter** - This will end the encounter & take the Admin back to the Admin Homepage.
- **Return to Encounter** - In the event that the patient has failed to complete or incorrectly entered information, the Admin can use this function to return to the patient's forms so that he/she can correct or complete the registration.
- **System Status Report** - This popup window provides detailed information on the SNAP™ App Version Number, Practice Name, Device Name, Operating System, Battery Level and WiFi Connectivity. This information can be shared via email & is relevant in the event of connectivity or software issues.
- **Logout** This will terminate the logged in Admin's session, requiring a new Admin login.
- **Client Services** - Client Services will link you to a Help Page where you can access support contact information and diagnostic tools. You can locate and access your Wireless and Internet Connectivity from that iPad, which is important information to provide to the Client Services representative when you call in with a support question.

## **How does the patient complete registration and when does the record go to SNAPdash?**

As soon as the patient completes the final signature screen and taps Continue, they will see a blue box in the middle of the screen showing that the forms are being submitted to SNAPdash. Once the submission is complete, the patient is taken to SNAPedu, our educational portal. The Front Desk Admin will see on SNAPdash that the status of the patient has changed to *Forms Completed*.

[Click here](#) for further detail.

## **How do I know the patients will be able to navigate the iPads?**

Please [click here](#) to see the user resources we provide on the iPad when patients first access SNAP™.

## SNAP App Troubleshooting

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### What do I do if the SNAP App freezes while in the middle of a patient encounter?

This may have been a hiccup in your Internet Connection. Please refer to the following instructions:

#### 1. If the SNAP App freezes, you can terminate the encounter to clear the iPad.

Click on the COG Icon and tap on TERMINATE ENCOUNTER.

*\*Please note if you need to terminate the encounter you will lose the information that was entered in that patient encounter.*

#### 2. What if I cannot get to the TERMINATE ENCOUNTER button or it does not work?

The next step is to Soft Reboot. [Click here](#) for step-by-step instructions on how to soft reboot.

#### 3. What do I do if my internet is still not working, even after trying steps 1 & 2?

If this is the case, it is most likely an issue with your wireless connectivity strength. Please review the following troubleshooting steps:

**Check to make sure you can access the internet on your practice computer.** If you cannot access websites, including SNAPdash, your internet may be down. If your internet is down you should contact your IT Professional to assist you.

**Check to make sure you have three bars on the iPad.** If you do not, reboot your Wireless Router; turn it off, wait at least 10 seconds before turning it on again.

#### Is anything blocking your Wireless Router Antenna?

If anything is blocking the antenna, it could inhibit your Wireless Connectivity.

As a last resort, hard reboot the iPad with a shutdown and restart.

#### Is your Internet connection working?

The easiest way to check if your internet is working is to try to load *google.com* on your iPad's mobile internet browser as well as on SNAPdash on your office computer. Next, conduct a second test by entering *seamlessmedical.com* in each browser. You will be able to access the websites from your computer if you are connected to the Internet. If you can access the websites from your computer but not your iPad, your Wireless could be down or there could be another issue.

#### Can you access the websites from a different iPad device?

If you cannot access the websites from any of iPad devices, then you may not have Wireless Connectivity. If it is just one iPad that cannot access the websites it could be localized to just that one iPad device. Either way, please contact your IT professional to assist you.

[Click here](#) to be walked through some additional troubleshooting steps.

# SNAPdash

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## **What is SNAPdash?**

SNAPdash is the front desk dashboard website controlled from a practice's computer and provides a snapshot of the practice's ongoing patient registration workflow.

[Click here](#) to learn more about SNAPdash.

## **How do I change a User Account?**

The SNAP Admin will be able to go into the Admin Settings in SNAPdash to change user settings whether they need to change the days and hours the user is working, change their title, or delete a user of SNAP™ as needed any time.

## **How do I change a Provider Account?**

The SNAP Admin will be able to go to the Admin Settings in the SNAPdash and change and add providers, and provider titles as needed any time.

## **How do I change Contact Information?**

If you need to alter the Medical Practice address or any of the Medical Practice contact information the SNAP Admin can go to the Admin Settings in SNAPdash and make changes as needed any time.

## **How do I navigate through SNAPdash?**

[Click here](#) to learn more.

## **How do I get the information into my EHR/PMIS System?**

[Click here](#) for step-by-step instructions.

## **What are the best practices when using SNAPdash in my patient workflow?**

[Click here](#) for a suggested step-by-step workflow tutorial.

## **If I am cutting and pasting a patient's registration data into my Practice Management System or EHR, when should I do this?**

It is very important that you transfer the record into your Practice Management System or EHR immediately. It is equally important to import, or print and scan the patient's signature pages into your Practice Management System. You will have already checked the information the patient provided while they are still at the practice, however it is highly recommended to enter it into your Practice Management System shortly after the forms have been transferred to SNAPdash.

## **What is HL7? CSV? PDF? And when is it best to use each of these functions on SNAPdash?**

[Click here](#) to learn more.

## **What are some of the computer shortcuts that are helpful to use in SNAPdash?**

[Click here](#) to learn more.

## **What is SNAPedu?**

SNAP™ provides patients with comprehensive, trusted & accurate health education content from the Mayo Clinic. Health education material is targeted to the individual patient's health condition & interests and includes sponsored content, wellness & lifestyle channels, health assessments, a digital MagazineRack & games. SNAPedu is also a great health education resource for Providers to use during patient interactions.

## **When is SNAPedu available to the patient?**

When the patient finishes with patient registration and the forms are submitted, the patient will then be taken to SNAPedu. The patient can also access SNAPedu on the Home Screen even if they are not filling out patient registration forms.

## **Can I access SNAPedu anytime?**

Yes, even if the patient isn't filling out patient registration forms they will be able to enjoy SNAPedu.

## **What is the source of the educational content on SNAPedu?**

The educational content on SNAPedu is provided by the Mayo Clinic.

## **How do I navigate in SNAPedu?**

[Click here](#) to view our SNAPedu Navigation Guide.

## **Can I send any of the educational content, my health assessment results and/or recipes to myself?**

Yes, you can easily email any of the articles, recipes and health assessment results to yourself and/or friends and family.

## **What is the frequency of the educational content updates?**

Educational content is constantly being updated.

## **When are the magazines updated?**

Magazines are updated monthly.

## **How do I navigate the magazines?**

You can view magazine issues in either portrait or landscape mode. To flip from page to page, either tap the forward or backward arrows or simply swipe your finger horizontally across the iPad screen.

## Help Resources

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### **Do you have tutorials to walk me through the setup process?**

After registering for SNAP™ on our website and downloading the app, you will be walked through the setup process with our SNAP™ Setup, which will assist with practice setup, and accessed through SNAPdash.

[User Resources](#) are also available on our website as well as an extensive library of [Video Tutorials](#) on every aspect of the iPad application and the SNAPdash interface.

### **What are the webinars?**

The webinars, or as we call them, SNAPinars, are available to new clients when they sign up for SNAP™. The webinars are hands-on tutorials to get our clients set up for SNAP™ Success.

[View our SNAPinars here.](#)

### **Missed a SNAPINAR?**

No problem we record previous webinars so you may listen on a podcast at your leisure. If you prefer a “live” tutorial, please just call our client service team anytime. Here is a list previously recorded webinars.

### **Where can I find the SNAPinar schedule and link to signup sheet?**

[Click here for our SNAPinar schedule.](#)

Don't see the specific webinar you would like to attend? You may also find helpful information on the [User Resources](#) page. If you do not see the webinar you like, please recommend future webinars. We would love to hear from you.

## Setup

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### What technology do I need in my office?

[Click here](#) for a list of recommended & required technology for running SNAP™ in your practice.

### How many iPads should I have in my practice?

You will need at least one to two iPads per exam room.

### Where can I buy or lease iPads?

iPads can be purchased or leased from authorized Apple resellers & [our store](#). SNAP™ is compatible with any iPad.

### Do I have to register for SNAP™ before I can download it from the App Store?

No, it is not necessary to register for SNAP™ before downloading it from the App Store. However, you will not be able to use SNAP™ until you register on our website [here](#).

### Is there a setup tutorial?

You will be walked through the setup process after registering for SNAP. You can also refer to our [Setup Guide](#) for further assistance.

### How should I store and charge the iPads?

Care for the iPad is similar to care for any electronic portable device. Tablets are delicate and do not respond well to excessive force, temperature extremes, or moisture.

**Charging:** The best way to charge the iPad battery is to connect your iPad to a power outlet using the included Dock Connector to a USB Cable and 10W USB Power Adapter.

When you connect the iPad to a USB 2.0 Port on a MAC with the Dock Connector to USB Cable, the iPad may charge slowly while syncing. Please note that the iPad battery may drain instead of charge if the iPad is connected to a PC, to a computer that is turned off, or is in sleep/standby mode to a USB hub, or to the USB port on a keyboard.

### How do I download SNAP?

Downloading SNAP™ to your iPad(s) is a snap. You can download SNAP™ onto your iPads either before or after [registering your account](#) on our website. From each of your iPads, open a browser window and type in [www.seamlessmedical/install.com](http://www.seamlessmedical/install.com) to be linked to our Apple storefront. Follow the instructions to download SNAP™ for free. In order to activate SNAP™ on each of your iPads, you will have to enter your username and password provided after registration. [Click here](#) for further setup instructions.

### Can I use iTunes on my computer to download SNAP™?

Yes, you can, however, we strongly recommend downloading SNAP™ directly onto each of your iPads. [Click here](#) for further iPad download instructions.

**iTunes Download Instructions:**

Go to <http://www.apple.com/itunes/> and click on the Download iTunes For Free Button. The screens will walk you through step-by-step to download iTunes on your computer. You will then need to sync your computer to your iPad. See the instructions below.

**How Do I Sync My iPad to iTunes on My Computer?**

Syncing with iTunes copies information from a computer to your iPad, and vice versa. You can sync by connecting your iPad to your computer using the Dock Connector to a USB Cable, or you can set up iTunes to sync wirelessly using Wi-Fi. For detailed information about syncing iPads with a computer, open iTunes then select iTunes Help from the Help menu.

**How Do I Set Up Wireless iTunes Syncing?**

Connect your iPad to your computer using the Dock Connector to a USB Cable. In iTunes, turn on "Sync over Wi-Fi connection" in the device's Summary pane. When Wi-Fi syncing is turned on, your iPad automatically syncs every day. Your iPad must be connected to a power source; both the iPad and your computer must be on the same wireless network, and iTunes must be open on your computer.

## Security

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### What kind of data encryption does SNAP™ use?

SNAP™ uses a 256 bit encryption cypher during storage or transmission of data. SNAP™ follows all the required specifications of the HIPAA data storage and transmission sections.

### How do I ensure that patient data is safe?

SNAP™ is fully compliant with HIPAA Security Rules. [Click here](#) for more information on our HIPAA compliant architecture and policies.

### How do I make sure that my iPads aren't stolen?

SNAP™ gives the administrator the ability to enable/disable SNAP™ from SNAPdash. Disabling SNAP™ will delete any practice specific information and applications from the iPads (patient data will not be stored on the iPads). Additionally, Apple Inc. offers tracking mechanisms that would allow you to discover the location of your iPads in the event of theft. If you have additional concerns regarding the security of your iPads within your practice, we recommend that you hold your patient's drivers license or car keys while they are in possession of an iPad.

## HIPAA

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### What is HIPAA?

HIPAA stands for the The Health Insurance Portability and Accountability Act, which required the Secretary of the U.S. Department of Health and Human Services (HHS) to develop regulations protecting the privacy and security of certain health information. [Click here to learn more.](#)

### Is SNAP™ HIPAA Compliant?

SNAP™ is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA), providing privacy standards to protect patients' personal information & medical records.

### Why is HIPAA important to Seamless Medical Systems?

SNAP™ provides the transmission and storage of ePHI for Medical Practices, and therefore must comply with all HIPAA Privacy and Security Rules.

### How do I ensure that patient data is safe?

SNAP™ is fully compliant with HIPAA Security Rules. [Click here](#) for more information on our HIPAA compliant architecture and policies.

### What is the HIPAA Policies and Procedures Manual?

The purpose of this policy and procedures document is to address all HIPAA requirements internal to Seamless Medical Systems. [Click here to view the entire manual.](#)

### What is a breach?

A breach is the unauthorized acquisition, access, use or disclosure of protected health information, which compromises the security of and privacy of such information.

## **What is Seamless Medical's policy in the event of a potential breach?**

As noted in the Seamless Medical Systems Policy and Procedures Manual, all employees with access to the ePHI records use and disclose ePHI only as permitted under HIPAA, and all employees protect the security of the records.

### **In the event of a security breach the following steps will be instituted:**

**Discovery:** The Medical Practice will be notified of the potential breach no later than 24 hours after discovery.

**Internal Reporting:** The Privacy Officer will document all relevant information surrounding the potential breach.

**Investigation:** Employee interviews will be conducted and documented by the Privacy Officer.

**Risk Assessment and Recommendation to the Privacy Committee:** It will be determined whether or not the use or disclosure constitutes a breach and if the Medical Practice should be notified. The Privacy Officer will provide this recommendation to the Privacy Committee.

**Final Determination By The Privacy Committee:** The Privacy Committee will make the final decision as to whether or not action is warranted.

**Notification to Covered Entity:** The results of the Risk Assessment will be provided in writing no later than 30 days from the notification of the potential breach.

## **Meaningful Use**

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### **What is Meaningful Use?**

Meaningful Use is electronically capturing health information in a "structured format" and using the information to track key clinical conditions and communicating that information for care coordination purposes, implementing clinical decision support tools to facilitate disease and medication management, and using EHRs to engage patients and families and reporting clinical quality measures and public health information.

### **Why is Meaningful Use important to Seamless Medical Systems?**

Meaningful Use is relevant to SNAP™ under the HITECH ACT. It offers a "piece" of meaningful use, which will assist Medical Practices in qualifying for Meaningful Use Certification.

### **What is the HITECH Act?**

The Health Information Technology for Economic and Clinical Health Act as a part of the American Recovery and Reinvestment Act provided certain incentive payments made available to health care providers for the adoption and implementation of interoperable health information technology and qualified Electronic Health Records (EHR).

Under the HITECH Act, two regulations have been released, one of which defines the "meaningful use" objectives that providers must meet to qualify for the incentive payments, and the other which identifies the technical capabilities required for certified EHR technology.

## Client Contract Information

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### What is the Business Associate Agreement (BAA)?

The Business Associate Agreement (BAA) establishes the permitted and required uses and disclosures of Protected Health Information (PHI). Seamless Medical System's Business Associate Agreement (BAA) is included with the End User License Agreement (EULA).

[Click here to view our BAA-EULA document.](#)

### Notable excerpts from the BAA include:

Seamless Medical Systems will implement administrative, physical, and technical safeguards and protect confidentiality, integrity, and availability of ePHI that it creates, receives and maintains or transmits on behalf of the Medical Practice.

Seamless Medical Systems will ensure that any agent (third party) with whom it provides information, agrees to implement reasonable and appropriate safeguards.

Report potential breach of ePHI records to the Medical Practice.

Seamless Medical will store individual ePHI records for 30 days from the date of service.

All ePHI is encrypted. Encryption ensures the security of ePHI, providing a low probability that anyone other than the receiving party who has access to a confidential code/process will be able to translate and convert the ePHI into readable text. The text is encrypted by means of an algorithm.

### What is the End User License Agreement (EULA)?

Seamless Medical's BAA is included with the End User License Agreement (EULA). The EULA is a legal agreement between the person, company, or organization (customer) that has licensed the product and Seamless Medical Systems. By installing and using the product, the customer accepts the product and agrees to the terms of the end user license agreement (and business associate agreement).

### Are contracts updated?

Seamless Medical Systems will review agreements periodically and update as deemed necessary. All Covered Entities will be provided with any and all updates and changes thereafter. Agreements may need to be updated with newer software versions, and/or additional product offering details.

### How do I cancel my contract?

Seamless Medical Systems must be given written notice no less than 30 days prior to terminating the end user license agreement/business associate agreement. (Please see details in the EULA/BAA agreement on page 4).

## **How do I sign up for announcements & updates?**

We keep our clients up-to-date with all product changes, new releases, best SNAP™ practices, etc. All announcements will be emailed to the SNAP™ Administrator at your respective practice as well as posted on our website.

**COMING SOON:** SNAP News will be sent out to our clients via email. It is our monthly newsletter which will provide relevant news on SNAP, and related Healthcare industry information.

SNAPinars will be updated as we release new versions and updates to our product. We will also add SNAPinars based upon client recommendations. Send us your SNAPinar ideas, what would you like to see added as a webinar?

## Billing Information

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### **How am I billed for SNAP?**

When registering for SNAP™, you will be asked to provide a credit card and sign the Business Associate Agreement/End User License Agreement. You will be billed the day you sign up for SNAP™.

### **What is the billing schedule?**

You will automatically be billed on the credit card provided during SNAP™ Registration. The Medical Practice will be billed on the credit card the day you sign up for SNAP™ and thereafter every 30 days.

### **What is your Cancellation Policy?**

Seamless Medical Systems must be given written notice no less than 30 days prior to the intent to terminate the end user license agreement/business associate agreement. (Please see details in the EULA/BAA agreement on page 4).

### **How do I update my billing information?**

Please go to Admin Settings in SNAPdash, and you will be able to update your credit card in the credit card section. Please note it may take a month for the changes to take effect.

### **Is my credit card information safe?**

Yes, our billing management system is 100% data and payment protected as well as Level 1 PCI compliant. For more information [click here](#).

## Contact Information

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### Seamless Medical's Client Services Mission:

**\*We strive** to be recognized as the leading customer-focused technology company in the healthcare industry. We partner with medical practices to ensure a seamless transition to a digital waiting room.

**\*We support** each medical practice's efforts to create a superior patient experience in the waiting room, and offer the medical practice significant time and cost savings.

**\*We create** a positive transformation in the daily lives of patients and medical practices worldwide.

**PLEASE CALL** - We want to hear from you. We know especially with technology issues troubleshooting can be difficult and intimidating, even with our selection of user resources and tutorials. Please just call us and we can walk you through any and every issue and get SNAP™ up and running in your medical practice.

### What are your contact hours?

We are available Monday through Friday, from 7:00 AM - 10:00 PM EST.

[Click here](#) for more contact information.

### How do I contact you?

#### General Inquiries:

1.866-420-4502

[info@seamlessmedical.com](mailto:info@seamlessmedical.com)

[Click here](#) for more contact information.

#### Client Services:

1.866.821.7040

[support@seamlessmedical.com](mailto:support@seamlessmedical.com)

[Click here](#) for more contact information.

If there is an emergency after hours, please call and leave a message and we will return your call within an hour. If not an emergency, call and leave a message or email us. We will return your call or email you as soon as we are open, and back in the office during regular business hours.

This is your SNAP™ Client Services Group. If you have any suggestions, feedback, high-fives, or comments please, we want you to contact us! We are here for you. [Click here](#) to chime in with your feedback.

### How do I submit recommendations or requests for additions/modifications to SNAP™?

Please complete our SNAP™ Product Functionality & Feature Request Form [here](#) to submit your ideas.

## About Us

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### Who is SNAP?

SNAP™ is the product of our company, Seamless Medical Systems. To learn more about us and our core values, [click here](#).