



## About The St. Jude Family-Centered Care (FCC) E-Council

The FCC E-Council is an online advisory council consisting of St. Jude patient families, caregivers, and former patients who are interested in sharing their perspectives about care at St. Jude. Topics of interest or discussion questions are posted, and E-Council members respond by email, sharing their unique perspective and suggestions with staff and other E-Council members. The online setting is especially helpful for patient family members who would like to be a part of an advisory council but have time constraints or are located outside the Memphis area.

### Who should join the FCC E-Council?

St. Jude welcomes applications from current and former St. Jude patients (18 years of age and older, please), as well as family members and caregivers of current and former patients. We require that applicants have experience as a patient or in the direct care of a current or former St. Jude patient. Access to a computer or other electronic device is needed to take part; St. Jude cannot provide a device for you to use.

Members are permitted to join, based on the needs of the E-Council as determined by family-centered care staff.

### Security

The FCC E-Council is hosted on a protected site called [www.groupsie.com](http://www.groupsie.com). Only members can take part, and members must complete a membership request and be approved to be included in the online conversations. Once a membership is approved, you will be sent a web link to the E-Council. You should think carefully before disclosing the protected health information of the patient even in this forum. St. Jude is not responsible for security breaches.

### What is discussed in the FCC E-Council?

Frequently a topic or a question may be posted, and E-Council members can respond with opinions, suggestions, and other information to be considered by St. Jude staff. Embracing family-centered care at St. Jude means we want to hear from you regarding topics such as campus design and construction projects, the safest and best ways to provide quality patient care, family support during treatment, food and nutrition services, and other aspects of patient care. We value your partnership with us in planning and delivering the best care possible.

### Emergencies

**The FCC E-Council should never be used for emergencies or to report concerns with patient care that require medical attention. For all urgent matters that you believe may affect a patient's health or well-being, you should, without delay, go to the nearest hospital emergency department, or dial 911. For important matters that are not urgent but may affect a patient's health or well-being, please phone St. Jude; do not use the E-Council emails to communicate these concerns.**