Knowledge Base Articles (KBAs) Style Guide

HOUSTON Methodist®
LEADING MEDICINE

Category	Rule	Examples
Fonts	- The KBA template within ChangeGear only has one font – MS Sans Serif. - Font size should be 12 point. - Bold application or system names, flowsheets, buttons and any content a user needs to enter. - Keep your KBA consistent. If a font changes when you import text from Word, please be sure to change it to match.	
Content	- Avoid technical jargon. Remember, the audience is our end users – providers, clinicians, staff and leaders. Make sure it's easy for everyone to understand. - If you're including steps, make sure they are descriptive and complete. It should be easy to follow exactly what to do. - Be sure you get a subject matter expert (SME) review to validate the steps.	
Title	- Use a topic that makes sense to end users. - Avoid using questions. - Capitalize the first letter of each word in the title.	Set up VPN for Remote Work
KB Team	- If you don't see your team's name on the drop-down, type in the first few letters in the field to populate the field. - KB Team field only displays 100 names in the drop-down.	
Keywords	- The use of keywords is vital for everyone to find the KBAs when they are searching for a topic they need. Enter as many possible options to help someone find the article. - Separate multiple keywords with semi-colons. Do not use commas.	VPN; Remote; Working Remotely; Work from Home
Screenshots and Images	- Always remove or blur patient data or protected health information (PHI). - Use a black border with a 2px width. - Align left. - If needed, include a description below the screenshot. - If you need to include a screenshot, it is probably best to create a tip sheet, instead of putting it within ChangeGear. This not only helps with formatting, but it will help with updating too.	

	Pro Tip • Create your KBA in a Word document. • Insert (or copy and paste) any screenshots or images in the document. • Click **Ctrl+A** to copy all content, then paste it in your KBA. Your images will stay where you positioned them in the Word document.	

Tip Sheets	• A special SharePoint site has been created for non-Epic related tip sheets used KBAs. Specific folders are available for each team to organize these tip sheets. **Do not save to your team's SharePoint site – end users will not be able to access this.**
	• If a tip sheet exists for your KBA, be sure to include a link to it, e.g., the SharePoint site or Learning Home Dashboard.
	• You can create your own tip sheets as needed.
	   ○ For Epic topics, use this template.
	   ○ For non-Epic topics, use this template.
	• Don't add a tip sheet as an attachment, because when tip sheets are updated, the attachment won't update.
	• Make sure your tip sheet is SME reviewed, like your KBA, to ensure the steps are clear and accurate.
	• The IT Training team will review all tip sheets and kickback any that don't comply with Houston Methodist standards.	

URLs	• Be sure to include URLs for any linked documents and **test the links** to make sure they're working. • Write URLs without "www." • Use only lowercase letters.	• houstonmethodist.org • lifegift.org
Bulleted lists	• Capitalize the first word in bulleted lists. • Use periods at the end of each bullet.	
Punctuation	• **Periods:** Use only one space after a period and before the next sentence.	This is my car. I need to take it to the shop.
	• **Comma:** Don't use a comma before a conjunction (and, but, or) used in a series.	The shirt was green, blue and red.
	• **Ampersand (&):** Use only when it's an official part of a name.	Houston Methodist DeBakey Heart & Vascular Center
	• **Hyphens:** Use to connect words as needed. Prefixes and suffixes usually aren't hyphenated.	• Non-Houston Methodist. • Board-certified oncologist. • Posttransplant. • Systemwide.
Capitalization	• Capitalize proper nouns. • Capitalize Houston Methodist and all its centers, institutes, divisions, programs and services.	
	• Don't capitalize job titles, specialties or disease conditions (unless it's part of the name, like Alzheimer's disease).	director, cardiology, neurologist, anemia.

	• Capitalize the first letter of each word in the title.	Set up VPN for Remote Work
Numbers	• Spell out one through nine. • Use numerals for 10 and above.	• two certificates • 12 days
	Exceptions	
	• Time of day.	• 2 p.m.
	• Percentages.	• 4%
	• Numbers higher than 999,999.	• 8 million • 3.2 billion
	• Ages.	• 8 years old • 8-year-old boy
Dates and Times	• **Specific dates:** Abbreviate only Jan., Feb., Aug., Sept., Oct., Nov. and Dec. • Spell out the month if there isn't a specific date.	• Jan. 2 • May 8 • Feb. 14, 1987 • January 1972 • September
	• When writing time, use periods with a.m. and p.m. • Use noon and midnight instead of 12 a.m. or 12 p.m.	• 8:30 a.m. • 5 p.m. • noon
	• When time is on the hour, no colon or zeros.	1 p.m.
	• When the time range falls within the same meridian (a.m. or p.m.), a.m. or p.m. should only be written once and with a space between it and the last number.	• 5-7 p.m. • 5 to 7 p.m. *(No spaces around the hyphen between numbers)*
Service Desk	• Avoid using "help desk" or "IT help desk." We now refer to this as the IT Service Desk and the IT Physician Service Desk. • If people need support, ask them to use the itsupport.houstonmethodist.org. If they have urgent issues, they should call 832.667.5600.	• IT Service Desk
Phone numbers	• Use periods in phone numbers.	• 713.790.3333 • +1.713.441.2340