

## Answering Patients' Frequently Asked Questions

### Will you share or sell my email address?

We take your privacy very seriously. We will only use your email address to communicate and engage you in your own healthcare. We do use a third party to send out the survey, Press Ganey Associates, which follows strict privacy guidelines.

### Why do you need my email address?

Your email address is an important part of your records, like your home address and phone number. Our goal is to make sure we always have all of your contact information up to date.

### How long is the survey?

The survey should take less than five minutes to complete.

### When will I receive the survey?

You should expect to receive a survey in the next several days.

### What types of questions will I be asked?

The eSurvey questions will look exactly like the paper survey where questions are centered around your experience with our organization.

### Will anyone contact me about the submitted survey?

You will be contacted only if you identify yourself, give your phone number, and ask to be called back by your healthcare team.

### Will my child receive an eSurvey?

eSurveys will only be sent to patients 18 years of age and older. We will be delaying the use of pediatric patient eSurveys as we work to address our processes and workflow around this population.

### Can I change my email address later?

Like your other contact information, your email address can be updated at any time.

### How do I complete an eSurvey?

- You will receive an invitation via email from [survey@pressganey.com](mailto:survey@pressganey.com). The email invites you to complete the survey and provide feedback about your recent healthcare experience.
- Access the survey by clicking on a link within your email or visit [esurvey.pressganey.com](http://esurvey.pressganey.com), and enter the assigned PIN provided in the invitation.
- You will verify your date of birth and select your preferred language.
- You will see a welcome letter which describes the organization's purpose for collecting patient feedback.
- Finally, complete the survey and submit your feedback.

### Why do you use an eSurvey?

Use of eSurveys allows us to:

- Gather more feedback from our patients.
  - Offer convenient way for you share your feedback by personal computer, smart phone, or tablet.
  - Provide us with real-time feedback that allows us to quickly adapt to better meet patients' needs.
-