



WE'RE COUNTING ON YOU

YOUR EXPERIENCE MATTERS!

Our facility highly values your feedback! We've partnered with **J.L. Morgan & Associates (JLM)** to conduct a confidential patient experience survey for the *Centers for Medicare & Medicaid Services (CMS)*. A few weeks following your healthcare visit, you may be contacted to gather feedback about your experience at our facility in the following ways:

- **Email:** You'll receive an email from patient-experience@patient-feedback.com inviting you to take the survey (*check your spam/junk folder*). The email contains a link and access code. **Click the link, enter the access code** and **your date of birth**, then complete the survey by clicking **"SAVE"** to submit your responses confidentially.
- **Telephone Call:** If an email address is not provided, you may receive a call from JLM from a **205 area code in Alabama**.
 - Please note: If you don't answer, a voicemail will *not* be left.
- **Text Message:** You may receive a text that says: *"Hi! You'll get a call or email about your recent healthcare visit. Your feedback helps improve care. Questions? Call (205) 285-3551."* This message is a simple reminder to expect a survey about your visit.

EXAMPLE OF EMAIL

Patient Experience

Subject Line: Please tell us about your experience with [Facility Name]

Dear [Patient Name],

Please take a few minutes to tell us about your experience at [Facility Name].

To answer the survey, please click here. https://jlm-solutions.com/site/survey/patient/verify?patient_id=7348137&reference=1335913&mode=email¬ification_type=initial and enter the following access code: **ffe378**

Your voice matters. These survey results will help other people make more informed choices about where they receive care.

Participation is voluntary, and your answers will be kept private by law. The survey should take only a few minutes to complete. The overall survey results will be available online at <https://www.medicare.gov/>.

If you have questions about this survey, please call this toll-free number: 1-888-742-3399 or send an email to surveysupport@jlm-solutions.com.

Thank you for helping to improve outpatient care.

Sincerely,



Your feedback is incredibly valuable to us, as it will help us improve the quality of care we provide. Please be assured that your responses and comments will be kept confidential. Scan the QR code to learn more!

J.L. MORGAN & ASSOCIATES, INC.

If you have any questions, contact us at (888) 742-3399 or email us at Information@JLM-Solutions.com.



NOSOTROS CONTAMOS CONTIGO

¡TU EXPERIENCIA IMPORTA!

Nuestro centro valora mucho sus comentarios! Por eso, nos hemos asociado con **J.L. Morgan & Associates** para realizar una encuesta confidencial sobre la experiencia del paciente para los Centros de Servicios de Medicare y Medicaid (CMS).

Unas semanas después de su consulta médica, podríamos contactarle para conocer su experiencia en nuestro departamento de cirugía. Nos pondremos en contacto con usted de las siguientes maneras:

- **Correo electrónico:** recibirás un correo electrónico de patient-experience@patient-feedback.com invitándolo a realizar la encuesta (*revise sus carpetas de correo no deseado/basura*). **El correo electrónico contendrá un enlace y un código de acceso. Haga clic en el enlace, ingrese el código de acceso y su fecha de nacimiento**, luego complete la encuesta haciendo clic en **"GUARDAR"** para enviar sus respuestas de manera confidencial.
- **Teléfono:** si no proporcionó una dirección de correo electrónico, es posible que reciba una llamada telefónica de J.L. Morgan invitándolo a completar la encuesta por teléfono. El número de teléfono será de **un código de área "205" en Alabama**.

Sus comentarios son increíblemente valiosos para nosotros, ya que nos ayudarán a mejorar la calidad de la atención que brindamos. Tenga la seguridad de que sus respuestas y comentarios se mantendrán confidenciales.

EXAMPLE OF EMAIL

Patient Experience

Subject Line: Please tell us about your experience with [Facility Name]
Dear Patient Name:

Please take a few minutes to tell us about your experience at [Facility Name].

To answer the survey, please click here. https://jlm-solutions.com/site/survey/patient/verify?patient_id=7348137&reference=1335913&mode=email¬ification_type=initial.

You may also go to https://jlm-solutions.com/site/survey/patient/verify?patient_id=7348137&reference=1335913&mode=email¬ification_type=initial and enter the following access code:
ffe378

Your voice matters. These survey results will help other people make more informed choices about where they receive care.

Participation is voluntary, and your answers will be kept private by law. The survey should take only a few minutes to complete. The overall survey results will be available online at <https://www.medicare.gov/>. If you have questions about this survey, please call this toll-free number: 1-888-742-3399 or send an email to surveysupport@jlm-solutions.com.

Thank you for helping to improve outpatient care.
Sincerely,



¡ESCANEE EL CÓDIGO QR PARA OBTENER MÁS INFORMACIÓN!

Si tiene alguna pregunta, no dude en contactarnos en
(888) 742-3399 o Information@JLM-Solutions.com

J.L. MORGAN & ASSOCIATES, INC.