

EMAIL SUBJECT LINE: VHA Radiology & Nuclear Medicine Missed Appointment **Survey (3 minutes)**

EMAIL PREHEADER: "Help us understand why you were not able to attend this appointment"



U.S. Department
of Veterans Affairs

OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: <TIME>

Your opinion matters.

Dear <First Name Last Name>,

We care about your experience with VA. Please take this 3 minute survey to let us know why you may have missed a recent appointment with [Clinic Name]. If you believe that you did not miss a recent appointment, please still take the survey and let us know! The more information you share with us, the better we can serve you.

Take Our Survey

Thank you,

Veterans Experience Office
Department of Veterans Affairs

Whether you’re just getting out of the service or you’ve been a civilian for years, the [VA Welcome Kit](#) can help guide you to the benefits and services you’ve earned.

The Veterans Crisis Line provides free, confidential support for Veterans and their families and friends in crisis. Dial 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7 (System of Records Notice VA158VA10NC5). Visit <https://www.veteranscrisisline.net> for more information.

Additionally, the National Call Center for Homeless Veterans (NCCHV) provides free, confidential support for Veterans and their family members and friends who are homeless or at risk of homelessness. Veterans can either call or chat online with the National Call Center for Homeless Veterans where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week. Dial 1 (877) 424-3838 or visit <https://www.va.gov/HOMELESS/> to receive confidential support.

Please do not reply to this email - it is unmonitored.

If you wish to share your feedback, please do so by <Month DD, YYYY at TT:TT>.

You received this email because you provided your email address to VA. If you would like to opt out from receiving future surveys, please click below.

[Unsubscribe from this VA Survey](#) | [Privacy Policy](#)

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EMAIL SUBJECT LINE: We still want to hear about your missed appointment with VHA Radiology & Nuclear Medicine (3 Minutes)

EMAIL PREHEADER: "Help us understand why you were not able to attend this appointment"



OMB Number: 2900-0876

Expiration: 03/31/2023

Estimated Burden: <TIME>

Your feedback is important to us.

Dear <First Name Last Name>,

VA still wants to hear about why you may have missed a recent appointment at [Clinic Name]. Even if you do not believe that you missed an appointment, your input on this survey will still help us understand how we can improve. Please let us know how we are doing by taking a 3 minute survey regarding your experience.

Take Our Survey

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Department of Veterans Affairs

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OMB Number: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 3

Help us serve you better.

We want to learn more about why you may have missed your recent [appointment type] appointment. By completing this survey, you directly help us improve VA services.

This survey should take approximately 3 minutes to complete.

Our records show that you may have missed a [appointment type] appointment at <Location Name:STA6a> on <insert date>. Is this correct? <Logic: Appointment Type is based on Stop Code> **<Required>**

- ☐ Yes
- ☐ No

Next

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Help us understand why you did not attend this appointment.

Based on your previous response, we would like to understand where the miscommunication happened.

Please select what most accurately describes your experience regarding this scheduled VHA radiology & nuclear medicine. **<Required>**

Please select from one of the following options.

Select your response [Logic]

Tried to cancel

Tried to reschedule

Appointment canceled by clinic/provider

Arrived at facility, met with provider

Arrived at facility, did not meet with provider

By using the dropdown below, please select whether or not you would like to leave a compliment, concern, or recommendation regarding why you did not attend this scheduled appointment.

Please select from one of the following options.

Select your response

Compliment

Concern

Recommendation

No additional feedback at this time

Use the text box below to provide additional information for why you did not attend this scheduled [appointment type] appointment. Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information.

0/400

Can VA contact you about your feedback?

- ☐ Yes, VA can contact me about my <appointment type> appointment .
- ☐ No, I do not want VA to contact me about my <appointment type> appointment.

Would you like to volunteer your demographic information to help VA better serve you?

- ☐ Yes [Logic proceed to Demographics page]
- ☐ No [Logic skip Demographics page]

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Help us understand why you did not attend this appointment.

Based on your previous response, we are asking a series of questions to better understand why you did not attend your most recent [appointment type] appointment.

By indicating how much you agree or disagree with the statment below, you directly help us improve VA.

Please select what most accurately describes the reason why you were not able to attend this scheduled [appointment type] appointment. <Required>

- ☐ I forgot
- ☐ I was not aware I had this appointment
- ☐ Inconvenient time and date
- ☐ Illness
- ☐ Parking
- ☐ Personal reasons
- ☐ Transportation
- ☐ Weather
- ☐ Other

I had what I needed to attend this appointment (e.g., gas, transportation, appointment information, child care, etc.). <Required>

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

My [appointment type] appointment was scheduled for a time that worked best for me. <Required>

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I believed that this [appointment type] appointment would be a valuable. <Required>

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I find it easy to reschedule my [appointment type] appointments. <Required>

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable (N/A)
1	2	3	4	5	<input type="radio"/>

When choosing to reschedule a [appointment type] appointment, I most frequently use the following method:

- ☐ Call Radiology directly
- ☐ Go to [appointment Type] department and cancel in-person with clerk
- ☐ Call the call center
- ☐ MyHealtheVet
- ☐ I rarely try to reschedule
- ☐ I am not familiar with how to reschedule my appointment
- ☐ Other

I find it easy to cancel my [appointment type] appointment. <Required>

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable (N/A)
1	2	3	4	5	<input type="radio"/>

When choosing to reschedule a [appointment type] appointment, I most frequently use the following method:

- ☐ Call Radiology directly
- ☐ Go to [appointment Type] department and cancel in-person with clerk
- ☐ Call the call center
- ☐ Automated reminder phone call
- ☐ MyHealtheVet
- ☐ I rarely try to cancel
- ☐ I am not familiar with how to cancel my appointment
- ☐ Other

Based on previous experiences with Radiology and Nuclear Medicine, I trust VHA Radiology and Nuclear Medicine Services to serve my medical needs.

If this your first appointment, please select N/A. <Required>

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Not Applicable (N/A)
1	2	3	4	5	<input type="radio"/>

<Required>

By using the dropdown below, please select whether or not you would like to leave a compliment, concern, or recommendation regarding why you did not attend this scheduled [appointment type] appointment.

Please select from one of the following options.

Select your response

Compliment

Concern

Recommendation

No additional feedback at this time

Use the text box below to provide additional information for why you did not attend this scheduled [appointment type] appointment.

Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information.

0/400

Can VA contact you about your feedback?

- ☐ Yes, Va can contact me about my patient experience.
- ☐ No, I do not want VA to contact me about my patient experience.

Would you like to volunteer your demographic information to help VA better serve you?

- ☐ Yes [\[Logic proceed to Demographics page\]](#)
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Help VA improve its services.

We are working to better understand our customers. The following questions are voluntary. By providing your data, your responses can help us improve VA care and services. Thank you for your participation.

Are you Hispanic or Latino?

- ☐ Yes
- ☐ No

How would you describe your race? Please select all that apply.

- ☐ American Indian or Alaska Native
- ☐ Asian
- ☐ Black or African American
- ☐ Native Hawaiian or Other Pacific Islander
- ☐ White

Finish

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Thank you for choosing VA.

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously improve your experience with VA services.

Please visit [VA.gov](https://va.gov) [to](#) explore benefits, resources, and information at VA.

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