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**National Hospital Discharge Survey Facility Questionnaire  
Part A: Initial Confirmation and Telephone Screen Call**

***INSTRUCTIONS:** Initiate call to verify hospital name and address, identify Chief Executive Officer (CEO) conduct the eligibility screener, and set up the mailing.*

**Hello. My name is \_\_\_\_\_ . I am calling on behalf of the National Center for Health Statistics of the Centers for Disease Control and Prevention. {Hospital name} has been selected to participate in the National Hospital Discharge Survey.**

1. I'd like to verify the information I have. Is this {hospital name} at {give full address including ZIP Code}?

Hospital name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State & ZIP Code: \_\_\_\_\_

Telephone number: \_\_\_\_\_

2. My records show that {hospital name} is a {read service type from label below} hospital, is that correct?

Type of service: \_\_\_\_\_

***INSTRUCTION:** If the different service type is on the list of out-of-scope hospitals below, thank the person for his/her time and end the telephone interview.*

**Out-of-Scope Hospitals**

- Hospital unit of an institution (prison, college infirmary, etc.)
- Hospital unit of an institution for mental retardation
- Children's hospital unit of an institution
- Institution for mental retardation

3. This hospital has inpatients, correct?

Yes

No → *Thank the person for his/her time and end the telephone interview.*

Don't know → **Who would be the best person to contact to get this information? May I have his/her telephone number? Can you connect me?**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

4. Are there 6 or more hospital beds staffed for inpatient use, not including bassinets?

6 or more → *Skip to Q. 4.*

Fewer than 6 → *Thank the person for his/her time and end the telephone interview.*

Don't know → **Who would be the best person to contact to get this information? May I have his/her telephone number? Can you connect me?**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

5. Is the hospital currently licensed by the State?

Yes

No → *Thank the person for his/her time and end the telephone interview.*

Don't know → **Who would be the best person to contact to get this information? May I have his/her telephone number? Can you connect me?**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

6. Is this a federally-owned hospital?

Yes → *Thank the person for his/her time and end the telephone interview.*

No

Don't know → **Who would be the best person to contact to get this information? May I have their telephone number? Can you connect me?**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

**We want to send some information about participation in the National Hospital Discharge Survey to a hospital official who is in the position to agree to participate for the hospital. In most cases this would be the Chief Executive Officer (CEO).**

7. Can you give me the name and title of the person you think would be the appropriate person to send this information?

Name: \_\_\_\_\_

Title: \_\_\_\_\_

8. Is he/she at this same address?

Address: \_\_\_\_\_

City, State and ZIP Code: \_\_\_\_\_

9. Can you give me his/her telephone number and email address?

Telephone number: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Thank you for all your help!**

**National Hospital Discharge Survey Facility Questionnaire  
Part B: Interview with Hospital Official**

**Section I. Introduction**

**Hello. My name is \_\_\_\_\_. I am calling on behalf of the National Center for Health Statistics, a part of the Centers for Disease Control and Prevention. Several days ago we sent you a FedEx package containing materials that described the National Hospital Discharge Survey**

1. Did you receive the package we sent?

Yes

No → **In that event, I will be sure to have one of our packages sent out to you right away. Record Mailing Address to be used to send a new study package via FedEx and schedule another time to call back within three days, if they are unable or unwilling to continue at this time.**

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

Hospital Name: \_\_\_\_\_

Hospital Street Address: \_\_\_\_\_

City, State & ZIP Code: \_\_\_\_\_

Date and Time of Next Scheduled Telephone Call: \_\_\_/\_\_\_/\_\_\_ \_\_\_:\_\_\_ am or pm

E-mail: \_\_\_\_\_

**Great! {Hospital name} was selected to participate in the National Hospital Discharge Survey (NHDS). The survey is conducted by the National Center for Health Statistics, Centers for Disease Control and Prevention (part of the U.S. Department of Health and Human Services).**

**Beginning in 2011, we are asking selected hospitals to electronically submit data from the UB-04 claims on all discharged inpatients or observation patients seen at the hospital. Discharge data reports follow the national uniform billing data element specifications and any additional state-required data elements.**

**In subsequent years, your hospital may be asked to participate in special studies in addition to the NHDS and beginning in 2013, the NHDS will become the National Hospital Care Survey and expand to include data collection from the Emergency and Outpatient Departments and Ambulatory Surgery Centers. At this time we are only collecting data from inpatients from administrative claims.**

**By law, your sharing of this information is voluntary, and will have no effect on patient's rights.**

**We are offering the hospital \$500 initially to set up the processes and procedures to transmit these data to NCHS. At the end of each year of data collection, your hospital will receive an additional \$500 for its participation.**

**In the packet of materials there is a brochure entitled “Strictly Confidential” that explains how NCHS protects the data we collect. Your participation is voluntary, and all information will be kept strictly confidential. The data we collect will be used only for research and statistical purposes. Reports on the study will not contain any information that identifies a particular hospital or patient.**

**Because we will be collecting patient identifiers in this survey and we recognize the hospital’s obligations to protect patient confidentiality, we would like to assure you that we have taken all of the required actions needed to operate in compliance with both the Public Health Service Act and the Health Insurance Portability and Accountability Act (HIPAA).**

**This study has been reviewed and approved by the NCHS Institutional Review Board (IRB). You are permitted by law to rely on the NCHS IRB review and approval. The IRB has examined the issues of patient identifiers and the methods we will use to protect this information. The approval letter from NCHS’ IRB is included in your packet.**

2. Do you have any questions about the information in the packet you received or concerns about what I have discussed so far?

- Yes → *Record major topics below*
- No

*List in short phrases the type of questions posed. Use the FAQ to try to address each one. Refer to the written materials, if possible.*

- |          |          |
|----------|----------|
| 1. _____ | 5. _____ |
| 2. _____ | 6. _____ |
| 3. _____ | 7. _____ |
| 4. _____ | 8. _____ |

3. Can we count on your hospital’s participation in the NHDS?

*Do not read these responses out loud; instead, check the option that best captures the hospital official’s response.*

- Yes, the hospital agrees to participate

**Thank you! Your participation will be very helpful!**

- Needs more information → *Determine if you can provide any further information or written documentation to help alleviate any stated concern(s). Schedule a date and time to call back within three days:*

\_\_\_/\_\_\_/\_\_\_    \_\_\_ : \_\_\_ am or pm

→ *Thank the hospital official for his/her time and repeat the date and time of your next scheduled call.*

- No, hospital official declines to participate → *Do not read these responses out loud; instead; check the option that best captures the hospital executive's reason for refusal*

- Confidentiality concerns
- The hospital's financial situation does not permit it to dedicate time to this effort.
- The hospital has too many other priorities at this time.
- Other → Please specify: \_\_\_\_\_

*Try to address these concerns using the FAQs.*

*Try to identify someone else in the organization who may be able to approve participation.*

*Emphasize that the study will be done at the convenience of the hospital staff.*

→ *Thank the hospital official for his/her time.*

**I have a few additional questions about your hospital and then I will need to speak to someone from the hospital who will be our Primary Contact and will be responsible for submitting data to the National Hospital Discharge Survey.**

**Do you have time to answer a few more questions or is there someone else I should speak with?**

**Who would be the best person to contact? May I have his/her telephone number?**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

**National Hospital Discharge Survey Facility Questionnaire  
Part C: Hospital Primary Contact Interview**

Hospital ID#: \_\_\_\_\_

Hello. My name is \_\_\_\_\_ and I am a representative for the National Hospital Discharge Survey. {CEO's name} recommended that I call you. As you may know, {hospital name} is participating in the National Hospital Discharge Survey conducted by the National Center for Health Statistics of the Centers for Disease Control and Prevention. NHDS collects information from hospitals about inpatient care by collecting the Uniform Bill UB-04. We greatly appreciate your participation in the NHDS.

The main purpose of my call today is to ask a few questions about your hospital and set up an appointment begin the process of transmitting claims data in the form of the UB-04 to NCHS.

*Instructions: If you are given other contact information, write his/her name and contact information below and on the Hospital Contact Form.*

Name: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_ \_\_ \_\_: \_\_ \_\_ am or pm

**Section I. Hospital Information**

1. Is this hospital a subsidiary of a larger company or part of a hospital network?

Yes → Please indicate the name of the larger company or hospital network:

\_\_\_\_\_

No

Don't Know

2. Are other hospitals covered under your state license?

Yes → Please list name(s) of hospitals:

\_\_\_\_\_

No

Don't Know

3. When this hospital submits data to the State or the State hospital association, does it include information solely on this facility or in combination with another facility(ies)?

Solely on this facility

Combination with another facility → Please provide the name of the other facility:

\_\_\_\_\_

Don't know

4. What is the number of currently staffed beds? Please let me know if the number you provide is an estimate or the actual figure:

Total beds: \_\_\_\_\_

Estimate  Actual Figure

Bassinets: \_\_\_\_\_

Estimate  Actual Figure

Skilled or Intermediate Nursing Beds: \_\_\_\_\_

Estimate  Actual Figure

5. What is the primary service type of this hospital?

*Do not read responses; instead, mark (X) next to the response given. Only one response can be selected, so you will need to verify the closest choice if more than one option is provided.*

General Acute Care

Children's Hospital

Surgical

Cancer

Long term care acute

Obstetrics & gynecology

Eye, ear, nose and throat

Alcohol/drug dependency only

Psychiatric only facility

Rehabilitation only facility

Heart

Orthopedic

Other → Please specify: \_\_\_\_\_

6. Do you anticipate any significant changes in your discharge volume in the coming year (for example, opening a cardiac wing or closing a birthing center)?

Yes → Please explain \_\_\_\_\_

No

## Section II. Data Transfer

7. Is it possible for your staff to electronically transmit the claims data for discharges from your hospital?

Yes

No → Make arrangements to find out how you can get the data

Don't know → Make arrangements to find out who to talk to.

8. Will the data you provide us include only discharges from your hospital?

Yes

No → Please provide name(s) of hospital(s) also included in the lists:

\_\_\_\_\_

9. Is it possible to identify the discharges from your hospital as opposed to discharges from another hospital?

Yes

No



10. Will the data you provide us include observation status cases that did not result in an inpatient admission?

- Yes
- No → *Is there another way we can electronically get the data on observation cases:* \_\_\_\_\_

11. Is it possible to identify observation status cases that did not result in inpatient admission from the rest of the discharges?

- Yes
- No

12. Will the data you provide us only include inpatient discharges and exclude all outpatients?

- Yes
- No
- Don't know
- N/A—Does not have this type of patient

13. Is there any way to distinguish outpatients from other inpatients?

- Yes → How? \_\_\_\_\_
- No

14. Will the data you provide us only include inpatient discharges and exclude patients that had only ambulatory surgery?

- Yes
- No
- Don't know
- N/A—Does not have this type of patient

15. Is there any way to distinguish patients that had only ambulatory surgery from other inpatients?

- Yes → How? \_\_\_\_\_
- No

16. Will the data you provide us only include inpatient discharges and exclude patients that had less than a 24 hour stay for purposes of dialysis, sleep studies, or other case types?

- Yes → What cases? \_\_\_\_\_  
→ *Skip to Q. 18*
- No
- Don't know
- N/A—Does not have this type of patient

17. Is there any way to distinguish these types of less 24 hour stays from other inpatients?

Yes → **How?** \_\_\_\_\_

No

**This next question relates to reimbursement to your hospital for its participation in the survey. Your hospital will receive a one time set up fee of \$500 and additional \$500 for every year of participation in the survey.**

18. Can you tell me to whom the checks should be sent?

Yes → Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

No → **Is there someone else that I should speak with about getting this information?**

Name: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

### Section III. Concluding Remarks

**As we discussed earlier, the next step is for you or your IT department to create test files to submit the data.**

**I very much appreciate your willingness to help us and will talk to you again on {supplies date from above}.**

### Hospital Contact Form

Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	
Name:	Title:	Phone Number:
E-mail:	Room #:	

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Hospital Number: \_\_\_\_\_ (Office use only)

**NATIONAL HOSPITAL DISCHARGE SURVEY**  
**Part D: Facility Questionnaire**

Thank you for participating in the National Hospital Discharge Survey. The information collected will be invaluable to hospitals, policymakers, researchers, and all who provide patient care in America's hospitals and health care systems.

If you have questions as you complete this form, please **contact TBD**. Once this questionnaire is completed, please put it in the FedEx envelope provided and send it back to Social and Scientific Systems (SSS), 8757 Georgia Avenue, Silver Spring, MD 20910.

**1. Hospital Information (pre-printed label)**

Legal Name: \_\_\_\_\_

Address: \_\_\_\_\_

City:  
\_\_\_\_\_

State: \_\_\_\_\_

ZIP Code: \_\_\_\_\_

Telephone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Fax: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**2. Person Completing This Form**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

E-mail: \_\_\_\_\_

Dept. \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Fax: \_\_\_\_\_

(\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**3. Is the information provided on this questionnaire only for the hospital named on the above label?**

Yes

No → Please provide names of hospitals also included: \_\_\_\_\_

### Hospital Demographics

4. Please provide the hospital utilization statistics below for **calendar year 2010**. If not for calendar year 2010, please indicate the 12 month period provided: \_\_\_\_\_

a. Was this facility open as of 01/01/2010?

Yes

No → When did your hospital open \_\_\_\_\_?

b. Total number of **acute inpatient** admissions: \_\_\_\_\_

c. Average length of stay (all acute inpatients): \_\_\_\_\_ days

d. Total number of live births: \_\_\_\_\_

5. What is the ownership type of this hospital?

Please mark (X) only one.

Non-profit, not religious order affiliated

Non-profit, religious order affiliated

Government

Proprietary

Other → Please specify: \_\_\_\_\_

6. Is this a primary teaching hospital for a medical school?

Yes

No

7. Is this a critical access hospital?

Yes

No

### Health Information Technology

8. Does your hospital use electronic medical records (EMR) or electronic health records (EHR) system? Do not include billing record systems.

Yes, all electronic

Yes, part paper and part electronic

No → *Skip to Q.11*

Don't know → *Skip to Q.11*

9. In which year did you install your EMR/EHR system? Year: \_\_\_\_\_

10. What is the name of your current EMR/EHR system? **CHECK ONLY ONE BOX. IF OTHER IS CHECKED, PLEASE SPECIFY THE NAME.**

- Allscripts       eClinicalWorks       GE/Centricity       NextGen       13 Practice Fusion  
 Cerner       Epic       Greenway       Sage       14 Other \_\_\_\_\_  
 CHARTCARE       eMDs       Medical       SOAPware       15 Unknown  
 MED3000

11. Are there plans for installing a new EMR/EHR system within the next 18 months?

- Yes  
 No  
 Maybe  
 Unknown

12. If orders for prescriptions or lab tests are submitted electronically, who submits them? **CHECK ALL THAT APPLY.**

- Prescribing practitioner  
 Other  
 Prescriptions and lab test orders not submitted electronically  
 Unknown

13. Please indicate whether your hospital inpatient departments have each of the computerized capabilities listed below. **CHECK NO MORE THAN ONE BOX PER ROW.** Does the reporting location have a computerized system for:

	Hospital Inpatient Wards			
	Yes	Yes, but turned off or not used	No	Unknown
13a. Recording patient history and demographic information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13a1. If yes, does this include patient problem list?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13b. Recording clinical notes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13b1. If yes, do they include a comprehensive list of the patient's medications and allergies?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13c. Ordering prescriptions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13c1. If yes, are prescriptions sent electronically to the pharmacy?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13c2. If yes, are warnings of drug interactions or contraindications provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13d. Providing reminders for guideline-based intervention or screening tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13e. Ordering for lab tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13e1. If yes, are orders sent electronically?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13f. Providing standard order sets related to a particular	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

condition or procedure?				
13g. Viewing lab results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13g1. If yes, are results incorporated into EMR/EHR?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13h. Viewing imaging results?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13i. Viewing data on quality of care measures?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13j. Electronic reporting to immunization registries?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13k. Public health reporting?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13k1. If yes, are notifiable diseases sent electronically?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13l. Providing patients with clinical summaries for each visit?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13m. Exchanging secure messages with patients?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Can inpatient electronic medical records be accessed from the following hospital units?

	Yes	No	Unknown
a. Intensive Care Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Emergency Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Observation Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Outpatient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15a. Beginning in 2011, Medicare and Medicaid will offer incentives to hospitals that have demonstrated “meaningful use of health IT”. Are there plans to apply for Medicare or Medicaid incentive payments for meaningful use of health IT?

- Yes, we intend to apply → go to Q.15b
- Uncertain whether we will apply → Skip to Q.16
- No, we will not apply → Skip to Q. 16

15b. In which year do you expect to apply for the meaningful use payments?

- 2011
- 2012
- After 2012
- Unknown

### Financial information

16. What percent of your patient care revenue for **calendar year 2010** came from the following?

- 1. Medicare \_\_\_\_\_ %
- 1. Medicaid/CHIP \_\_\_\_\_ %
- 2. Private insurance \_\_\_\_\_ %
- 3. Patient payments \_\_\_\_\_ %
- 4. Other  
(including charity, research,  
CHAMPUS, VA, etc.) \_\_\_\_\_ %
- TOTAL** **100%**

17. What percentage of your hospital's revenue came from Medicaid and Medicare Disproportionate Share Program in 2010?

a. \_\_\_\_\_% Medicaid Disproportionate Share Program in 2010

b. \_\_\_\_\_% Medicare Disproportionate Share Program in 2010

**Outpatient and Emergency Departments and Special Hospital Units**

18. Does this hospital operate an organized outpatient department either at this hospital or elsewhere?

Yes → Number of beds \_\_\_\_\_

No – *Skip to Q. 20.*

Don't know – *Skip to Q. 20.*

19. Does this OPD include physician services?

Yes

No

Don't know

20. Does this hospital have an Ambulatory Surgery Center (ASC)?

*ACS locations include a general or main operating room, dedicated ambulatory surgery room, satellite operating room, cystoscopy room, endoscopy room, cardiac catheterization lab, laser procedures room, and a pain block room.*

Yes → Number of beds \_\_\_\_\_

No

Don't know

21a. Does your hospital have an Emergency Department?

Yes → Number of beds \_\_\_\_\_

No – *Skip to Q.22.*

Don't know – *Skip to Q. 22.*

21b. Is the Emergency Department staffed 24 hours per day?

Yes

No

Don't know



22. Does this hospital have a dedicated Pediatric Emergency Services Area?

- Yes
- No
- Don't know

23. Does this hospital have a dedicated Psychiatric Emergency Services Area?

- Yes
- No
- Don't know

24. What is the trauma level rating of the Emergency Department and hospital?

For each row, please mark (X) **only one** box.

	None	Level I	Level II	Level III	Level IV	Level V	Other/Unknown
Adult trauma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pediatric trauma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25. Does your hospital have a Neonatal Intensive Care Unit (NICU)?

- Yes
- No -- *Skip to Q. 27.*
- Don't know -- *Skip to Q. 27.*

26. What is the level of care provided by your NICU?

Please mark (X) only one.

- I
- II
- III
- IV
- V
- Don't know

27. Does your hospital have an Intensive Care Unit (ICU) other than the NICU?

- Yes
- No
- Don't know

28. Does your hospital have a dedicated observation unit?

- Yes → Number of beds \_\_\_\_\_
- No
- Don't know

**Staffing**

We are also interested in finding out about **hospitalists** (physicians whose primary professional focus is the general medical care of hospitalized inpatients), excluding physicians who work in Intensive Care Unit(s).

29. Does your hospital employ hospitalists (*exclude physicians who work only in Intensive Care Units*)?

- Yes
- No
- Don't know

**Thank you for your participation!**

**Please return your completed facility questionnaire in the provided FedEx envelope!**