

Attachment F: Final Mail to Non-responders To Two Monthly Follow-ups

[name
address 1
address 2
city, state, zip]

Dear [RESPONDENT NAME],

You may recall that you agreed to participate in an important project to provide feedback about the AHRQ Health Information Exchange (HIE) Evaluation Toolkit. This project is being conducted for AHRQ by Westat. The feedback from the project will help AHRQ better tailor this tool for individuals who are developing HIE evaluation plans.

We have been trying to contact you via phone and e-mail to check-in on your progress in developing your evaluation plan, but we have not heard back from you. We know your time is valuable. However, your participation is very important. It is only by hearing from persons like yourself who are responsible for developing an HIE evaluation plan that we can be sure that the tools made available through AHRQ meet your needs.

Soon you will receive another e-mail or phone call from Westat. This will be our last attempt to reach you for this study. Please take a moment to e-mail back or take the call from Westat. If we happen to call at an inconvenient time, you can suggest a time that is better for you. The check-in takes only about 5 minutes.

Your participation is voluntary, and again, the results will be kept confidential to the extent permitted by law, including AHRQ's confidentiality statute, 42 USC 299c-3(c). For more information about the study please feel free to contact us by e-mail at HIEvaluationtoolkit@westat.com or phone at 1-888-653-4336.

Thank you for your time and consideration.

Sincerely,

Ms. Mary Crimmins
Westat, HIE Evaluation Toolkit Project Director
MaryCrimmins@Westat.com
(240) 314-5880