



July \_\_, 2012

Re: Non-VA Care Veteran Satisfaction Survey

Dear Veteran:

The Veterans Health Administration Chief Business Office is conducting a Veteran satisfaction survey with the process of obtaining non-VA health care services. Non-VA care is health care for which Veterans are referred by their VA provider and the VA authorizes the care to be provided in the community. Veterans who receive care from VA medical centers throughout the country are being asked to participate. The purpose of the survey is to assess satisfaction levels in order to ensure we are meeting Veterans' needs and to continually improve the non-VA care process services across all VA medical centers.

Please complete the enclosed survey and return it in the enclosed self-addressed, stamped envelope by August 15, 2012. The survey is 9 questions and should take less than 5 minutes to complete. Your responses are completely anonymous and private.

The administration of the survey is being conducted by the VA Center for Applied Systems Engineering. If you have questions about the survey, please email them to [NVCCVeteranSurvey.va.gov](mailto:NVCCVeteranSurvey.va.gov).

Your feedback is very important to us and will help improve care services for all Veterans. Thank you for your time.

Sincerely,

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Purchased Care, Chief Business Office  
Veterans Health Administration

Encls.