

# Patient Satisfaction Survey: Telemedicine Hem/Oncology Services

## Script for data collection of Cancer Committee Patient Satisfaction Survey

1. Once the Cancer Committee receives approval to collect data, when scheduling Telemed Hem/Onc appointments, the Telehealth Clinical Technician or TCT (survey facilitator), will schedule the Telemedicine equipment to remain connected for an additional 20 minutes and will remain near their phone during these Tmed appointments to receive notification phone call from the provider.
2. At the conclusion of the Telemedicine appointment, the provider will ask the patient if they would like to complete a brief satisfaction survey and explain:
  - The survey results will be used by the Minneapolis Cancer Committee for performance improvement purposes in Telemedicine services.
  - That any identifying information (i.e. name, social security number, treatment information), will not be recorded or included on the survey. All responses are completely anonymous.
  - A third party will collect their responses and the provider will leave the room during the survey for privacy purposes.
  - Participation is voluntary and to decline the survey will not affect in any way the care they receive at the VA.
3. If the patient agrees to participate:
  - The provider will call TCT's extension and inform them the patient is ready (using the Yellow Non-Emergent Contact information listed in the Tmed room.
  - The TCT will go to the Tmed location where the provider completed the encounter with the veteran.
  - The TCT will reinforce that the patient's participation is voluntary and if they choose to decline the survey this will not affect their care in any way at the VA.
  - The TCT will pull up the satisfaction survey on the thin client in the room and put the Telemed equipment into Presentation Mode so the patient can see the responses during the survey (see Attachment B). The response options will be available in the TLEMEDICINE folder in the Q:Drive under Cancer Committee Satisfaction Survey.
  - The TCT will begin reading the survey to the patient and will document the patient's response by hand.
  - The TCT will thank the patient for their time and disconnect the call.
  - The TCT will submit satisfaction surveys in groups to preserve privacy to the Facility Telehealth Coordinator who will maintain and compile the data.
4. If the patient declines to participate, the Provider will thank the patient for their time and disconnect the call by hitting the **red end button** on the remote (training to be provided by the TCT). If the TCT does not receive a call from the provider, they will assume a patient satisfaction survey is not needed.