

Responses to Comments Received
Federal Register Notice
(CMS-10461) Emergency Department Patient Experience of Care Survey

CMS has received three comments by April 2, 2013, with regard to proposed survey of patient experience with emergency department (ED) care. The 3 commenters were all individual citizens. Two commenters expressed support to this new survey effort and one commenter had concern with vaccinations.

Comments on Supporting the Survey

Two commenters explicitly supported the new survey of ED patient experience, noting that they had unpleasant encounters with ED care, and wished for better quality of care.

CMS Response

CMS appreciates the support from citizens. No changes are needed.

Comment on concern about vaccinations

One commenter stated that providers should tell patients about all active and inactive ingredients in vaccination.

CMS Response

This comment is not directly relevant to ED care or ED patient survey as vaccination is usually delivered to patients elsewhere (e.g. primary doctor's office, pharmacy, etc.). Additionally, the current questionnaire already includes two questions concerning new medicines given to ED patients, as follows. Therefore, we will not make any changes based on this comment.

32. Before you left the emergency room, did a doctor or nurse tell you that you should take any new medicines that you had not taken before?

Yes

No – ***If No, go to Question 34***

33. Before you left the emergency room, did a doctor or nurse tell you what the new medicines were for?

Yes, definitely

Yes, somewhat

No