

## **VA Women's Health Services Frequently Asked Questions (FAQs) and Answers**

### **Why are you doing this survey? What is the goal/purpose/point?**

Women Veterans are the fastest growing group of Veterans. It is very important to VA to make sure that eligible women are able to reach the health facilities and get the services they need. To help in this effort, VA asked Altarum Institute to gather information from women Veterans about how easy or hard it is for them to use the VA health care system and how satisfied they are with the care they receive. The survey asks women about their experiences with both VA and non-VA health providers and systems. This information will help VA continue to improve how it meets the health care needs of women Veterans

### **Who are you? What is Altarum?**

The Department of Veterans Affairs hired Altarum Institute to conduct this phone study, and I am a member of the Altarum Team. Altarum is a non-profit independent health research organization. The VA hired Altarum to collect information about barriers to health care for women Veterans – things that keep women Veterans from using the VA's health care system.

### **Why do you want to talk to me?**

Sharing your experiences with Altarum can make a difference in the VA health system and the quality of care Veterans receive. Your experiences are unique and valuable, no one else can provide the information you can give us. We expect to talk to about 8,400 eligible women Veterans throughout the United States who have used, currently use, or may be eligible to use VA health care benefits. Even if you have not yet used VA healthcare benefits, we would still like your feedback.

### **How long will the interview/survey take?**

The interview will take approximately 45 minutes.

### **Why should I participate? How does taking the survey benefit me?**

Taking part in the survey helps VA understand what you, as a woman Veteran, want and need from your health care providers and your health care system. VA will use the information from all women who participate in this survey to develop and improve services for women Veterans including general health care, primary care and women's specific services provided at VA and non-VA sites of care.

### **Do I have to take the survey? Is this required/mandatory?**

You do not have to take the survey if you do not want to. Your participation is your choice and your identity will never be revealed to VA. If you do choose to participate in the interview, you may skip any questions that you do not want to answer and can stop the interview at any time. Your ability to receive VA services will not be affected by whether you take part in the survey.

### **Will you tell other people what I say? Will my information be kept private? What happens to the information I give you?**

All information is confidential and kept private. No one but the survey researchers will see your answers to the questions. Your answers will be grouped with answers from other Veterans, and no one will be able to connect your name to the information that you provide.

### **Who can I contact if I have questions or want more information about the survey?**

If you have questions about the survey, please contact **[SURVEY POC/HELPDESK]** by sending an email to **[INSERT EMAIL]**; by calling **[INSERT NUMBER]**; or sending a fax to **[INSERT NUMEBR]**.

### **Who can I contact if I have questions about VA benefits?**

For information about VA benefits in general, you may call the VA Telephone Assistance Service at 1-800-827-1000. For information about VA healthcare benefits, you may call the VA Health Resources Center at 1-877-222-8387.