

## **SURVEY INVITATION/ INSTRUCTIONS AND REMINDER LETTER:**

### **Survey Invitation/Instructions:**

NAME  
ADDRESS 1  
ADDRESS 2  
CITY, STATE, ZIP  
**UID 1234567**

Dear Veteran,

The Department of Veterans Affairs (VA) is committed to providing the highest level of patient care services for Veterans. As a patient identified as receiving emergency treatment in a community medical facility under the Veterans Millennium Health Care and Benefits Act (Millennium Act) emergency care benefit, we request that you complete an online patient satisfaction survey regarding the specific details of your experience. Your participation will help VA to more effectively tailor education efforts and processes in order to increase yours and other Veterans' satisfaction with emergency treatment received in the community and Veterans' knowledge regarding eligibility for the Millennium Act benefit.

The survey should take about 7 minutes to complete and we ask that you complete it within a week of receipt, so that we may begin to take action on the results. We value your honest and forthright feedback. Please note the Survey is voluntary and completely anonymous.

To access the survey, please enter the following address into your web browser exactly as it appears:

[www.va.gov/PURCHASEDCARE/index.asp](http://www.va.gov/PURCHASEDCARE/index.asp)

**Important** – Once you access the online survey, you will be asked to enter the Unique Identifier code (**UID**) listed above under your name, which is used to let us know you completed the survey.

If you do not have access to the internet, please call **1-877-466-7124** toll-free to request that a paper copy of this Survey be mailed to you.

If you have a specific question or need help with your VA care, you may contact VA:

1. By telephone:
  - a. VA Benefits: 1 (800) 827-1000
  - b. VA Health Care Benefits: 1 (877) 222-8387
  - c. Telecommunications Device for the Deaf (TDD): 1 (800) 829-4833
2. At your local VA Medical Center or through the Patient Advocate
3. Online: <https://www.va.gov/PURCHASEDCARE/index.asp>

Thank you for your service and for your time and interest in helping us to serve you better.

Sincerely,

Douglas Katason  
Stakeholder Outreach Manager