

**Attachment 7: Initial Cover Letter for the EDPEC  
DISCHARGED TO COMMUNITY Survey – On-site Distribution**

Dear Patient,

We care about your experience during each and every visit to our emergency room, and we want your honest opinion about the care you get at our emergency room. By completing the enclosed survey, you will give us the information we need to learn where and how we can improve the care we give to our patients. This survey is part of an ongoing national effort to understand how patients view the health care services they receive in emergency rooms. These results will help consumers make important choices about their emergency room care, and will help hospitals improve the care they provide.

We are working with the RAND Corporation, a non-profit research organization, to conduct this survey. The survey is completely voluntary. Your decision about taking part in this survey will not affect your care at <<Insert Name of ED Facility>>. The information that you provide will be kept **completely private and confidential**. RAND will not show your individual answers to your doctor or anyone else involved with your care.

The survey asks about your experiences during this emergency room visit. It will take about 10 minutes of your time. We hope that you will take the time to complete the survey. If you would prefer, a person who knows the most about your emergency room care can complete this survey on your behalf.

Once you complete this survey, you can mail it at the nearest mailbox using the postage-paid envelope. If you have any questions about the enclosed survey or if you would prefer to complete this survey by phone with an interviewer at RAND, please call the toll-free number 1-800-xxx-xxxx.

Because you are among only a few patients we are asking to help us, we hope you will take this chance to tell us about your experiences at our emergency room. Thank you for helping to improve health care for all consumers. We look forward to your feedback!

Sincerely,

<<Name drop>>  
<<Title drop>>