

Appendix F - Letters

Introductory Letter to all sampled physicians

March 1, 2016

John Doe, MD
Position (if provided, i.e. Director, Chief, etc)
Practice Name (if provided)
5 Smith Street
Somewhere, NC 99999-1111

Dear Dr. Doe,

You have been randomly selected to participate in a brief research survey on cultural and linguistic competency among office based physicians. Results from the *Supplement on Culturally and Linguistically Appropriate Services*, which is affiliated with the National Ambulatory Medical Care Survey (NAMCS), will be used to describe the provision of culturally and linguistically appropriate services in the United States. You are not being asked to provide patient information. Please complete the 15 minute survey online at the following link: <http://www.cdc.gov/nchs/surveys/>

Enter the user ID and password provided below.

USER ID: [user name]

Password: [password]

Data collection is authorized under Section 306 of the Public Health Service Act (Title 42, U.S. Code, 242k). We are required to keep your survey data confidential in accordance with Section 308(d) of the Public Health Service Act (42, U.S. Code, 242m(d)) and the Confidential Information Protection and Statistical Efficiency Act (Title 5 of PL 107-347). This information will be used for statistical purposes only. The National Center for Health Statistics' Research Ethics Review Board has approved this research survey.

Your participation is voluntary. You may discontinue your participation at any time. There will be no loss of benefits for not participating or discontinuing participation.

We have routinely relied on the generosity of physicians like you to help educators, health services researchers, and policy makers, understand current issues related to health care delivery in the United States. If you have any questions or comments regarding this study, please call the study coordinator at 1-866-966-1473. If you have questions about your rights as a research participant, please call the Research Ethics Review Board at the National Center for Health Statistics at (800) 223-8118.

Thank you for your valuable assistance with this worthy study.

Sincerely,

Charles J. Rothwell
Director
National Center for Health Statistics

Appendix F - Letters

First mailing to all physicians who have not responded

March 22, 2016

John Doe, MD
Position (if provided, i.e. Director, Chief, etc)
Practice Name (if provided)
5 Smith Street
Somewhere, NC 99999-1111

Dear Dr. Doe,

About three weeks ago, we sent you an invitation to participate in the *Supplement on Culturally and Linguistically Appropriate Services* research survey on cultural competency. This survey is affiliated with the National Ambulatory Medical Care Survey (NAMCS). As of the date of this letter, we have not received your survey.

The National Center for Health Statistics collects data from physicians to help educators, health services researchers, and policy makers, as well as those in the private sector, understand changes in the work environments of physicians and emerging topics, including cultural competency in health care in the United States. The purpose of this survey is to describe the provision of culturally and linguistically appropriate services in the United States. Your participation is extremely important to us and our health policy research. The value of this study is dependent upon obtaining a good representation of physicians' unique insights and experiences. The data you provide are invaluable to understand cultural competence nationwide. You are not being asked to provide patient information for this survey.

Data collection is authorized under Section 306 of the Public Health Service Act (Title 42, U.S. Code, 242k). We are required to keep your survey data confidential in accordance with Section 308(d) of the Public Health Service Act (42, U.S. Code, 242m(d)) and the Confidential Information Protection and Statistical Efficiency Act (Title 5 of PL 107-347). All information will be used for statistical purposes only. Your participation is voluntary. You may discontinue your participation at any time. There will be no loss of benefits for not participating or discontinuing participation. The National Center for Health Statistics' Research Ethics Review Board has approved this research survey.

If you are no longer in practice or do not provide care for patients in an office-based setting, please answer Questions 2 and 3 on the survey and return it in the postage-paid envelope. If you choose not to participate, please answer Questions 2 and 4 on the form and return it in the envelope. I urge you to complete the survey and return it in the postage-paid envelope.

Whether you have already completed the survey, are planning to complete the 15-minute survey, or decided not to participate, we want to thank for your time, effort, and contribution to this important study. If you have any questions or comments regarding this study, please do not hesitate to contact the study coordinator at 1-866-966-1473. If you have questions about your rights as a research participant, please call the Research Ethics Review Board at the National Center for Health Statistics at (800) 223-8118.

Sincerely,

Charles J. Rothwell
Director
National Center for Health Statistics

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Post Card Thank you, Reminder to all sampled physicians

About four weeks ago a letter was mailed to you requesting your participation in an important research study of cultural competency in office-based practices.

If you have already completed the questionnaire, thank you for your contribution to this research. If not, please do so today. Your participation in the study is critical to its success and to the understanding of physicians' provision of culturally and linguistically appropriate services in the United States.

If you did not receive the letter, or if you have misplaced it, please call our toll-free number at 1-866-966-1473 and we will be happy to send you another one. If you have questions about your rights as a research participant, please call the Research Ethics Review Board at the National Center for Health Statistics at (800) 223-8118.

Thank you for your participation.

Charles J. Rothwell
Director
National Center for Health Statistics

Appendix F - Letters

Second Mailing to all physicians who have not responded

April 19, 2016

John Doe, MD
Position (if provided, i.e. Director, Chief, etc)
Practice Name (if provided)
5 Smith Street
Somewhere, NC 99999-1111

Dear Dr. Doe,

Several weeks ago, we sent you an invitation to participate in the *Supplement on Culturally and Linguistically Appropriate Services*, which is an important research study on the provision of culturally and linguistically appropriate services. The survey is affiliated with the National Ambulatory Medical Care Survey (NAMCS). As of the date of this letter, we have not received your survey.

The National Center for Health Statistics collects data from physicians to help health services researchers and policy makers, as well as those in the private sector, understand changes in the environments physicians work in and emerging topics, including cultural competency and the delivery of culturally and linguistically appropriate services in the United States. Your participation is extremely important to us and our health policy research. The value of this study is dependent upon obtaining a good representation of physicians' unique insights and experiences. The data you provide are invaluable to understand cultural and linguistic competence and service provision nationwide. You are not being asked to provide patient information for this survey.

Data collection is authorized under Section 306 of the Public Health Service Act (Title 42, U.S. Code, 242k). We are required to keep your survey data confidential in accordance with Section 308(d) of the Public Health Service Act (42, U.S. Code, 242m(d)) and the Confidential Information Protection and Statistical Efficiency Act (Title 5 of PL 107-347). All information will be used for statistical purposes only. Your participation is voluntary. You may discontinue your participation at any time. There will be no loss of benefits for not participating or discontinuing participation. The National Center for Health Statistics' Research Ethics Review Board has approved this research survey.

If you are no longer in practice or do not provide care for patients in an office-based setting, please answer Questions 2 and 3 on the survey and return it in the enclosed envelope. If you choose not to participate, please answer Questions 2 and 4 and return it in the enclosed envelope. I urge you to complete the survey and return it in the postage-paid envelope.

Whether you have already completed the survey, are planning to complete the 15-minute survey, or decided not to participate, we want to thank you for your time, effort, and contribution to this important study. If you have any questions or comments regarding this study, please do not hesitate to contact the study coordinator at 1-866-966-1473. If you have questions about your rights as a research participant, please call the Research Ethics Review Board at the National Center for Health Statistics at (800) 223-8118.

Sincerely,

Charles J. Rothwell
Director
National Center for Health Statistics

Appendix F - Letters

Final mailing to all physicians who have not yet responded

May 17, 2016

John Doe, MD
Position (if provided, i.e. Director, Chief, etc)
Practice Name (if provided)
5 Smith Street
Somewhere, NC 99999-1111

Dear Dr. Doe,

We have been trying to reach you about an important research study on cultural competency, and the provision of culturally and linguistically appropriate services in office-based practices. Results from the enclosed questionnaire will be used to describe physicians' delivery of culturally and linguistically appropriate services in the United States. We are conducting this as a special *Supplement on Culturally and Linguistically Appropriate Services* that is affiliated with the National Ambulatory Medical Care Survey (NAMCS) which routinely collects information about office-based practices. You are not being asked to provide patient information.

Data collection is authorized under Section 306 of the Public Health Service Act (Title 42, U.S. Code, 242k). We are required to keep your survey data confidential in accordance with Section 308(d) of the Public Health Service Act (42, U.S. Code, 242m(d)) and the Confidential Information Protection and Statistical Efficiency Act (Title 5 of PL 107-347). All information will be used for statistical purposes only. The National Center for Health Statistics' Research Ethics Review Board has approved this research survey.

This study period is drawing to a close; one of our concerns is that physicians who have not responded to the survey may have different experiences from those who have returned surveys. In order to make statistically valid conclusions, we need to hear from all types of physicians. I urge you to complete the survey and return it in the postage-paid envelope.

If you are no longer in practice or do not provide care for patients in an office-based setting, please answer Questions 2 and 3 on the survey and return it in the enclosed envelope. If you choose not to participate, please answer Questions 2 and 4 and return it in the enclosed envelope. Your participation is voluntary. You may discontinue your participation at any time. There will be no loss of benefits for not participating or discontinuing participation.

Whether you have already completed the survey, are planning to complete the 15-minute survey, or decided not to participate, thank you for your time, effort, and contribution to this important study. If you have any questions or comments regarding this study, please do not hesitate to contact the study coordinator at 1-866-966-1473. If you have questions about your rights as a research participant, please call the Research Ethics Review Board at the National Center for Health Statistics at (800) 223-8118.

Sincerely,

Charles J. Rothwell
Director
National Center for Health Statistics