

Dear Ms./Mr. *[Insert Name]*,

[insert date]

We are contacting you as a VA patient receiving primary care services from the [INSERT NAME OF VA]. We invite you to participate in an interview about your experiences with access to primary care.

Purpose of interviews:

- Learn from your experiences about what (if any) difficulties you have encountered in trying to access VA care.
- Hear from you about your preferences for accessing care via the telephone, in-person, or through MyHealthVet
- Understand how the VA can better serve your health and wellness needs

Who will be involved and what are we asking them to do:

- Patients obtaining primary care for an urgent health concern or condition from 5 VA clinics in Southern California, Arizona, and New Mexico
- One 30-minute telephone interview in Spring/Summer 2018

If you are interested in participating, please reply to this email, or you may call Mike McGowan, 818-891-7711 x36035. If we don't hear from you, we will call you in a few days to ask if you are interested in participating in the interview.

As a VA patient, your perspective is important for helping us understand how the VA might better meet your needs for primary care services.

Interviews will be conducted and data analyzed by trained qualitative researchers. Because we value your honest assessment, information you provide will be confidential.

For more information about these interviews, please see the FAQ included with this letter.

Sincerely,

Susan E. Stockdale, Ph.D.
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