

## Patient Interview Invitation Letter

Date

Dear (Veteran),

You have been invited to participate in a quality improvement project being conducted within the VA Healthcare System. We are hoping to learn from you about your experience with the care you receive and get your ideas and suggestions about how your care could be improved. During the interview we will ask questions about your overall health, how you manage your health, medications you take, and your experiences with receiving care at the VA. The information you share with us will help us to improve VA care. The information you share will NOT be used to evaluate your individual providers or staff.

**Your participation would involve a 30-45 minute telephone interview with our evaluation staff which will be scheduled at a time that works best for you.** You then have no further obligation to our project. Your comments will be kept confidential and will not be shared directly with your VA providers, but will be combined with the comments of other Veterans so that we can report what we learn to provide you with the best care possible. Please read the attached *Patient Information Sheet* to learn more. You can call us directly to schedule your interview or to tell us if you do not want to participate. If we don't hear from you first, we will call you approximately one week from the date of this letter to see if you are interested in giving us your feedback.

Thank you for your assistance!

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