



U.S. Department of Veterans Affairs

The VA provides free, confidential support 24/7 for Veterans and their family and friends. If you are in crisis, contact the **Veterans Crisis Line** by dialing 1 (800) 273-8255 (Press 1), or texting 838255, or visiting <https://www.veteranscrisisline.net>. If you are homeless or at risk of homelessness, contact the **National Call Center for Homeless Veterans** (NCCHV) by dialing 1 (877) 424-3838 or visiting <https://www.va.gov/HOMELESS/>.

OMB Number: 2900-0770
Expiration: 09/30/2020
Estimated Burden: 1 minute

Help us serve you better

We want to hear about your recent <Division Name> healthcare visit. By indicating how much you agree or disagree with the statements below, you directly help us improve VA services.

This survey should take you approximately 1 minute to complete.

After I entered <Division Name>, I found it easy getting to my appointment.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

After I checked in for my appointment, I knew what to expect.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

My examiner listened carefully to me. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

My examiner explained things in a way that I could understand.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

After my visit, I knew what I needed to do next.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I am satisfied with the service I received from <Division Name>. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I trust <DivisionName> to fulfill our country's commitment to Veterans and their families. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

Can VA contact you about your feedback? Required

- Yes, VA can contact me about my patient experience.
- No, I do not want VA to contact me about my patient experience.

Would you like to volunteer your demographic information to help VA better serve you?

- Yes
- No

Next

This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of one minute to review the instructions and complete this survey. The results of this survey will be used to inform opportunities for program improvement in the quality of VA services. Participation in this survey is voluntary, and your decision not to respond will have no impact on VA benefits or services to which you may currently be receiving. By filling out this survey, you are authorizing VA database access to retrieve veteran contact information to follow up with you accordingly for purposes of service recovery, potential crisis, or to learn more about feedback you have shared regarding your experience with VA. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at <https://www.reginfo.gov/public/do/PRAMain>.

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We are working to better understand our customers. The following questions are voluntary.

Are you Hispanic or Latino?

- Yes
- No

How would you describe your race?

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

Finish

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C&P Exam Visit Survey

V2.0 01/15/19

Working Draft, Pre-Decisional, Deliberative Document - Internal VA Use Only

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Please visit [VA.gov](https://www.va.gov) to explore benefits, resources, and information at VA.

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It was easy to get my appointment.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I got my appointment on a date and time that worked for me. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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When scheduling my appointment, I was treated with courtesy and respect.

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	2	3	4	5

I am satisfied with the service I received from <Division Name>. Required

Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
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I trust <DivisionName> to fulfill our country's commitment to Veterans and their families. Required

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