VA | 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: 2900-0876
Expiration: 03/31/2023
Estimated Burden: 3 minutes

Help us serve you better

We want to learn more about why you may have missed your recent outpatient mental health appointment. By completing this survey, you directly help us improve VA services.

This survey should take you approximately 3 minutes to complete.

Our records show that you may have missed a mental health appointment at Toledo VA Clinic on October 2, 2019. Is this correct? Required

- ○ Yes
- ○ No

Next

We are asking for this information so that you can provide compliments, recommendations, or concerns to VA. 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 may utilize individual Veteran survey data from this survey or other sources to ensure the final scores truly and accurately represent the experiences of Veterans. 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 3 minutes 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 which you may currently be receiving. 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. Information gathered will be kept private to the extent provided by law.

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Help us understand why you did not attend this appointment

Based on your previous response, we are asking a series of questions to better understand why you did not attend your most recent outpatient mental health appointment.

By indicating how much you agree or disagree with the statements below, you directly help us improve VA services.

Please select what most accurately describes the reason why you did not attend this scheduled outpatient mental health appointment. Required

- Select your response -

The following questions help us to understand how to better serve and ensure you don't miss your appointments.

I felt included in the choice to begin mental health care. Required

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

I had what I needed to attend this appointment (e.g., gas, transportation, appointment information, child care, meeting link for VVC appointment, etc.). Required

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

My clinic scheduled this appointment for a time that worked best for me.

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

I believed that this mental health appointment was a valuable use of my time.

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

My provider and I discussed when my follow up appointment would be.

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

In general, I receive confirmation when I check in for my mental health appointments.

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

I find it easy to *cancel* my mental health appointments with the options provided (e.g., calling, texting, or MyHealtheVet, etc.). Required

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

When choosing to *cancel* a mental health appointment, I most frequently use the following method: Required

- Select your response -

I find it easy to *reschedule* my mental health appointments with the options provided (e.g., calling, texting, or MyHealtheVet, etc.). Required

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

When choosing to *reschedule* a mental health appointment, I most frequently use the following method: Required

- Select your response -

I am satisfied with the service I receive from VHA Outpatient Mental Health Services. Required

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

I trust VHA Outpatient Mental Health Services to fulfill our country's commitment to Veterans. Required

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

By using the dropdown below, please select whether or not you would like to leave a compliment, concern, or recommendation regarding why you did not attend this scheduled outpatient mental health appointment. Required

- Select your response -

Use the text box below to provide additional information for why you did not attend this scheduled outpatient mental health appointment.

Please do not include any personally identifiable information, Social Security Number, Veteran ID, or medical information.

0 / 400

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

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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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Thank you for choosing VA

The U.S. Department of Veterans Affairs uses these surveys to collect your feedback in order to continuously improve your experience with VA services.

Please visit VA.gov to explore benefits, resources, and information at VA.

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