

## Introductory Email, Login, Welcome Message for E-Surveys

### First email --

Dear {FIRST\_NAME},

You recently visited the NIH Clinical Center, and your feedback would be greatly appreciated. Please take a few minutes to answer a brief survey and share your thoughts about your recent visit. Your input will help us to understand what we do well and what we can do better. If you have received this email regarding a child's visit, please complete the survey on his or her behalf.

This survey is administered by an independent third-party, Press Ganey Associates LLC. Your participation will help us to improve the quality of care that we provide.

[Click here to begin your survey.](#)

If clicking the above link does not take you to the survey or a verification screen, please go to <https://esurvey.pressganey.com> and enter the following PIN: {PIN}

Thank you for your feedback.

Sincerely,

James K. Gilman, M.D.  
Chief Executive Officer  
NIH Clinical Center

This is an unmonitored email box, please do not reply to this email. If you have specific questions for your healthcare provider, please contact them directly.

To unsubscribe from future Press Ganey online patient experience survey notices, [click here](#).

### Follow up email --

Dear {FIRST\_NAME},

You recently received a survey about your visit to the NIH Clinical Center. If you have already taken the survey, please accept our thanks and disregard this email. Otherwise, please take a few minutes to give your feedback. By sharing your thoughts and feelings, you can help us improve the care we provide. If you have received this email regarding a child's visit, please complete the survey on his or her behalf.

This survey is administered by an independent third-party, Press Ganey Associates LLC. Your participation will help us to improve the quality of care that we provide.

[Click here to begin your survey.](#)

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To ensure privacy, please enter {first\_name}'s date of birth to access the survey.

/  /    
MM DD YYYY


Dear {FIRST\_NAME} {LAST\_NAME}, or parent or guardian of:

Our mission at the NIH Clinical Center is to provide our patients with the highest quality health care that we can. To accomplish this, we need to know what we are doing right and what needs improvement. We depend on our patients and their families to keep us informed.

By sharing your thoughts and feelings about your health care experience on {DISDATE}, you can help make our care better for future patients and their families. Please take a few minutes to complete the following patient experience survey. If you choose not to participate, this will not affect your care.

Thank you for your participation.

Sincerely,



James K. Gilman, M.D.  
Chief Executive Officer  
NIH Clinical Center

[Start Survey](#)