The EYE Surgery CENTER

YOUR EXPERIENCE MATTERS!

Our facility highly values your feedback! This is why we have partnered with **J.L. Morgan & Associates** to conduct a confidential survey. This survey is recommended by the Center for Medicare & Medicaid (CMS) to evaluate a patient's experience with the care they received before, during, and after their visit. You may be invited to participate in the survey by one of the following methods:

- **Email:** You'll receive an email from *patient-experience@patient-feedback.com* inviting you to take the survey *(please check your spam/junk folders)*. The email will contain a link and access code. ***Click the link, enter the access code*** and ***your date of birth***, then complete the survey by clicking **"SAVE"** to submit your responses confidentially.
- **Telephone:** If an email address was not provided, you may receive a phone call from J.L. Morgan inviting you to complete the survey over the phone. The phone number will be from a **"205" area code in Alabama.**

Your feedback is incredibly valuable to us, as it will help us improve the quality of care we provide. Please be assured that your responses and comments will be kept confidential.

SCAN HERE

TO LEARN MORE ABOUT HOW **YOU** CAN CHANGE THE PATIENT EXPERIENCE!

EXAMPLE OF EMAIL

JLM Training University

Subject Line: JLM Training University would like your feedback

Dear John Doe:

JLM Training University would like to learn more about the quality of health care that their patients receive. J. L. Morgan & Associates, Inc., an independent research organization, is conducting this survey on behalf of JLM Training University. We are asking patients about their recent outpatient experience. Our records show that you had a surgery or procedure at JLM Training University on 01/01/2024.

Please take a few minutes to provide your feedback in this brief survey.

Click here to begin your survey.

You may also type https://jlm-solutions.com/site/survey/patient/verify?patient_id=4994943&reference=14132&mode=email&notification_type=initial into the URL search bar at the top of your web browser. You will be prompted to enter the following access code: **422f9d**.

All your answers will be confidential and are protected by a federal law called the Privacy Act. Your answers will be grouped with answers from all other people who take the survey. The overall survey results will be available online at https://www.medicare.gov/. These results help people choose an outpatient or ambulatory surgery facility. Your name and anything that might identify you will not be linked to your answers. Taking part in the survey is voluntary.

If you have questions, please call J. L. Morgan & Associates, Inc. toll-free at 1-888-742-3399 or send an email to surveysupport@jlm-solutions.com. If you need help with reading the questions or marking your answers, you may ask a friend or family member to help you. Si tiene preguntas o desea recibir la versión de la encuesta en español, por favor llame al 1-888-742-3399 o envíe un correo electrónico a surveysupport@jlm-solutions.com.

Thank you, in advance, for taking this survey.

Sincerely,

Jeff Morgan,
President

If you have any questions, please don't hesitate to contact us at (205) 651-7150 or email us at Brooke.Robinson@JLM-Solutions.com.

J.L. MORGAN & ASSOCIATES, INC.

The EYE Surgery CENTER

¡TU EXPERIENCIA IMPORTA!

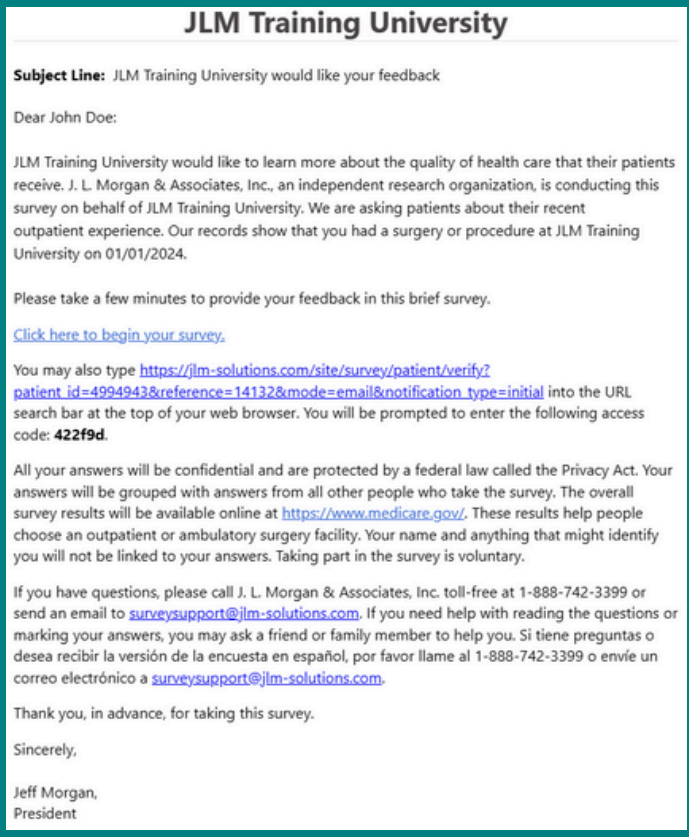
¡Nuestras instalaciones valoran mucho sus comentarios! Es por eso que nos hemos asociado con **J.L. Morgan & Associates** para realizar una encuesta confidencial. El Centro de Medicare y Medicaid (CMS) recomienda esta encuesta para evaluar la experiencia de un paciente con la atención que recibió antes, durante y después de su visita. Es posible que lo inviten a participar en la encuesta mediante uno de los siguientes métodos:

- **Correo electrónico:** recibirás un correo electrónico de *patient-experience@patient-feedback.com* invitándolo a realizar la encuesta *(revise sus carpetas de correo no deseado/basura)*. El correo electrónico contendrá un enlace y un código de acceso. **Haga clic en el enlace, ingrese el código de acceso y su fecha de nacimiento**, luego complete la encuesta haciendo clic en **"GUARDAR"** para enviar sus respuestas de manera confidencial.

- **Teléfono:** si no proporcionó una dirección de correo electrónico, es posible que reciba una llamada telefónica de J.L. Morgan invitándolo a completar la encuesta por teléfono. El número de teléfono será de un código de área **"205" en Alabama.**

Sus comentarios son increíblemente valiosos para nosotros, ya que nos ayudarán a mejorar la calidad de la atención que brindamos. Tenga la seguridad de que sus respuestas y comentarios se mantendrán confidenciales.

EXAMPLE OF EMAIL



JLM Training University

Subject Line: JLM Training University would like your feedback

Dear John Doe:

JLM Training University would like to learn more about the quality of health care that their patients receive. J. L. Morgan & Associates, Inc., an independent research organization, is conducting this survey on behalf of JLM Training University. We are asking patients about their recent outpatient experience. Our records show that you had a surgery or procedure at JLM Training University on 01/01/2024.

Please take a few minutes to provide your feedback in this brief survey.

Click here to begin your survey.

You may also type https://jlm-solutions.com/site/survey/patient/verify?patient_id=4994943&reference=14132&mode=email&notification_type=initial into the URL search bar at the top of your web browser. You will be prompted to enter the following access code: **422f9d**.

All your answers will be confidential and are protected by a federal law called the Privacy Act. Your answers will be grouped with answers from all other people who take the survey. The overall survey results will be available online at https://www.medicare.gov/. These results help people choose an outpatient or ambulatory surgery facility. Your name and anything that might identify you will not be linked to your answers. Taking part in the survey is voluntary.

If you have questions, please call J. L. Morgan & Associates, Inc. toll-free at 1-888-742-3399 or send an email to surveysupport@jlm-solutions.com. If you need help with reading the questions or marking your answers, you may ask a friend or family member to help you. Si tiene preguntas o desea recibir la versión de la encuesta en español, por favor llame al 1-888-742-3399 o envíe un correo electrónico a surveysupport@jlm-solutions.com.

Thank you, in advance, for taking this survey.

Sincerely,

Jeff Morgan,
President

ESCANEAR AQUÍ

¡PARA OBTENER MÁS INFORMACIÓN SOBRE CÓMO PUEDE CAMBIAR LA EXPERIENCIA DEL PACIENTE!

Si tiene alguna pregunta, por favor contáctenos en (205) 651-7150 or envíanos un email a Brooke.Robinson@JLM-Solutions.com.

J.L. MORGAN & ASSOCIATES, INC.