



Date:

Dear Patient,

Recently, you requested your health records be transferred to a new clinic. Our Medical Record staff has completed this request.

We know that patients change providers for a variety of reasons. It would be helpful for us to learn why you made this change. Would you please take a few moments to complete the enclosed survey today? To make it easy for you, the enclosed envelope is self-addressed and postage-paid.

1. What location at PeaceHealth Medical Group were you seen by your provider:

Family Medicine:  Main Clinic  Santa Clara Clinic  Barger Clinic

South Clinic  Ivy St. Clinic

Pediatric Medicine:  Main Clinic  Barger Clinic  South Clinic

RiverBend Pavilion Clinic

Internal Medicine:  Main Clinic  Barger Clinic  South Clinic

RiverBend Pavilion Clinic  Santa Clara Clinic

2. Was your decision to transfer care related to any concern you had with:

Provider attitude

Staff attitude

Nurse

Receptionist

Quality of care

Other \_\_\_\_\_

3. Did you transfer because of any of the reasons below – check all that apply:

- The new office is closer to where I live
- I prefer a smaller clinic
- My health insurance coverage has changed
- The new office has more convenient hours
- It is easier to get an appointment at the new office
- I wanted to have a particular provider
- Other \_\_\_\_\_

We want to improve our services to the community. We are always looking for ways to get better. Can you help us?

- What is your number one suggestion to improve our services?

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- We welcome any additional comments you might have.

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Thank you for taking time to complete this survey.

Sincerely,

The Quality Improvement Department  
PeaceHealth Medical Group