



## FAQS: Electronic Patient Experience Survey

### **Why does ARH collect patients' email addresses?**

We collect patient email addresses to send each patient a Patient Experience Survey following their visit or admission.

### **If I don't have an email address, can my partner, parent, or family member provide their email address instead?**

Yes, as long as you and the other person providing the email address agree (via verbal consent to the Registration Clerk) and understand the survey is only to be answered by you (the patient).

### **When I complete the survey, will the Hospital staff know who the feedback is from?**

Your answers are confidential and will be combined with those from other patients in the report to provide The Hospital with aggregate data and feedback. Your identity will remain anonymous.

### **Will I receive multiple surveys if I visit ARH more than once?**

Once you submit your survey, the system will automatically remove your name from the list, so you do not receive multiple invitations to participate in the survey for at least three months.

### **Who will the survey come from?**

You will receive the Patient Experience Survey email from Leah Levesque, President and CEO, ARH.

### **Will a patient's email address be shared with a third party?**

No, The Hospital, along with Qualtrics, the independent firm conducting the survey on our behalf, are the only organizations that will receive the patient's contact information.

Qualtrics and ARH fully comply with federal and provincial privacy legislation, which governs the collection, use, and disclosure of personal health information within the health sector.