

Patient Experience of Care Survey

We are always looking for ways to improve the care delivered at the Hemophilia Treatment Center (HTC). We want to learn more about your experience with care at the HTC as a young adult with a bleeding disorder.

If you are the parent/guardian of a child under 18, we would like your child and you to answer a few questions about how the HTC can help prepare your child for adulthood. This process is called transition. If you are a person with a bleeding disorder, between the ages of 18 and 22, please complete this survey on your own. The survey is voluntary and will take about 5 minutes. You are free to withdraw or refuse to answer any questions. Your answers will be private and will only be reported as a large group with all other answers.

Please answer these questions only once per year. Your answers will be sent to the American Thrombosis and Hemostasis Network (ATHN) to be grouped with all other responses. Your name or your child's name will not be known and your healthcare providers will never be able to see your answers. If you have more than one child that gets care at the clinic, please have each child complete a survey.

This survey will be repeated every year until 2022 so that we can learn more about transitioning care from pediatric to adult providers.

Select a method to answer the questions:

1. Completing it online at: <https://www.surveymonkey.com/r/PatientExperienceCare>
2. Completing it by scanning the code below with a QR app from your smartphone (instructions on how to use a QR code on the back)



3. Completing and returning a paper copy: complete the attached survey, seal it in the provided envelope, and return to your HTC staff.

By completing the survey via online, QR app, or paper copy, you are voluntarily agreeing to participate in this quality improvement project.

Thank you for helping us to provide better care!

Instructions on using QR Code canner with smartphones and tablets

What is a QR Code?

Abbreviated from Quick Response Code, a QR code is a type of barcode that when scanned can read the label and generate the attached information. It can be scanned with a smartphone or a tablet by following the steps below.

Steps

First, make sure the you have a phone or tablet equipped with a camera and QR code reader/scanner app. If you do not have an app, visit your device's app store. For Apple products visit the Apple App Store and apps for any Android products are on Android Market. Type "QR code reader" into the search bar and there are free apps to download (no need to download one that requires you to pay for it).

Once the app is opened, you will see that the camera has appeared. Hold the phone back pointed to the code and center it on the screen. Hold hand steady as it recognizes the QR Code and scans it. Once the scan is complete, whatever information was attached to the code will come up on the screen.

