



NHPCC Patient Experience of Care (PEC) Survey Instructions for HTC Providers

1. Identify patients aged 12-22 with bleeding disorders attending comprehensive care clinic.
2. Ensure a survey is completed for each child/adolescent in a family with a bleeding disorder annually.
3. Ask at the comprehensive clinic visit if the parent/caregiver, or patient over 18, has completed the Patient Experience of Care Survey in the past year.
4. If the answer above is no, give patient the survey in appropriate language (English or Spanish). **HTC ID# should be pre-populated on the surveys that are distributed.**
5. Request that the survey be completed after the comprehensive care visit.
6. Request that *patients aged 12-17 complete the survey, with their parent or guardian's supervision, as needed.* Patients 18 and over should complete the survey on their own.
7. If family or patient prefers to complete the **survey online with QR code** using a smartphone, please provide the patient the QR code instructional sheet or instruct the patient on how to scan the QR code.
8. If family or patient prefers to complete the **survey on a computer**, ask them to type the URL in their search bar, or send them a link via e-mail.
<https://www.surveymonkey.com/r/PatientExperienceCare>
https://www.surveymonkey.com/r/PatientExperienceofCare_Spanish
9. Optionally, HTCs may utilize the Consent page in Clinical Manager (CM) to track the PEC Survey administration. Reports may be run to analyze patient involvement.
10. If family or patient prefers a **paper copy**, provide survey (in appropriate language) and envelope and ask them to complete it, then give the sealed envelope to the staff prior to leaving the clinic. Surveys may be sent in batches to:
ATHN, ATTN: Angela Riedel
67 Red Rock Circle
Rochester, NY 14626

Download the file from athn.org for more copies or contact your regional coordinator. Thank you for your ongoing assistance in enabling the NHPCC to improve patient care!