



DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington DC 20420

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Dear Veteran,

The Veterans Health Administration (VHA) wants to give you the best healthcare possible, but we need your help. Only you can tell us how we are serving you and in what ways we can serve you better. The VHA has partnered with [REDACTED], a well-known survey firm, to conduct an important survey.

The check-box responses you provide to the survey questions will not be connected with you personally but combined with the opinions of other veterans and shared with the VA facility providing your care. However, any additional information which you provide including comments written in the margins, letters, and other enclosures will be shared with the Medical Center Director or appropriate staff at your facility if it is the best way to address your concerns, unless you instruct us not to. If you would like to see the results of the survey for all veterans who get care at the facility where you receive care, please contact staff at your local VA facility.

VA values your frank and honest feedback to help us improve your care. Participation is voluntary and your answers to the survey will not affect the healthcare you receive or your eligibility for VA benefits. VA staff will not use comments made through this survey against you.

If you have specific concerns about the care you receive at your facility, please contact the facility's Patient Advocate. If this does not resolve your issue, contact the Medical Center Director who has a process to help with your concerns.

If you have questions about your health care benefits or claims please call the number below.

Questions about health care benefits or claims: 1-877-222-5551

Questions about other VA benefits: 1-800-827-[REDACTED]

Please return only the survey in the return envelope provided.

We look forward to hearing from you and thank you for helping us understand your opinion.

Sincerely,

VHA Office of Informatics and Analytics Survey Team (10P2B)