



## Primary Care **PATIENT Experience SURVEY FAQ**

### **Who is the HQCA?**

The Health Quality Council of Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality.

### **Why should I participate? Why can't someone else do it?**

We need to hear from patients with many different reasons visiting this clinic. To make sure the survey results represent all patient perspectives, each patient who visits this clinic will receive a survey.

### **Can I refuse?**

Yes, your participation is completely voluntary. The clinic won't know which patients filled out the survey, and your participation will not influence the care you receive.

### **How will the information be used?**

The results will be analyzed by HQCA staff and put into a report for your primary care provider to use for patient care improvement. All information is kept strictly confidential, and it will never be possible to identify any individuals in the report.

### **How will you protect my privacy?**

The HQCA is a provincial custodian under the *Health Information Act of Alberta*, and as such, the information collected is strictly protected and confidential. All survey results are completely anonymous. No names are collected, and it will not be possible to identify individuals in the reports. Unless you provide permission, your email will only be used by the HQCA for the purpose of this survey.

### **Will it be possible to identify me in the information?**

No. The HQCA will not share any identifying information. Any information reported will be a summary of all patient survey results. If the HQCA is concerned a completed survey contains information that could identify a patient, that information will be excluded from the reports.

### **Will the survey take a long time to fill out?**

The survey should only take about 10-15 minutes to complete.

### **Can I complete the survey for my relative who has dementia or another cognitive impairment?**

Yes. If you are a caregiver for someone who needs help completing the survey, you may fill it out on their behalf. The survey has a question that asks if anybody helped you to complete it.

### **Can I get a copy of the survey results?**

The results from this survey are confidential to the clinic and your primary care provider, and not made public. However, you can visit the [FOCUS on Healthcare website](#) to see aggregated results from across Alberta