

PATIENT EXPERIENCE SURVEY

YOUR OPINION COUNTS

CENTRAL VALLEY HEALTH PLAN

You may receive a telephone survey from Humana about a month after a visit to your doctor!

Humana and Central Valley Health Plan are partners in assessing the care you are receiving from your health care providers. We want to know how you view the care you are receiving. To prepare you for the survey, we are sharing the questions that will be asked.

The **telephone survey** will ask you the following questions:

- Did you experience any difficulty scheduling your appointment?
- How long after your scheduled appointment time did you wait in the waiting room and exam room to see the person you came to see?
- Did you have any trouble getting a referral from our personal doctor to see a specialist?
- Did your personal doctor talk about all the prescription medicines you were taking?
- Did your personal doctor seem informed and up to date about the care you got from specialists?
- Did your doctor or other health provider talk to you about falling or problems with balance or walking?
- Did your doctor or other health provider suggest any treatment, such as using cane or walker, having Your blood pressure checked or having regular vision or hearing tests?
- Have you ever talked with a doctor, nurse or other health care provider about leaking of urine?
- Has your doctor, nurse or other healthcare provider talked to you about ways to control or manage leaking urine, including bladder training exercises, medication and surgery?
- Did your doctor or other health provider advise you to start, increase or maintain your level of exercise or physical activity?
- Has your doctor or other health provider talked to you about how to manage your mental or emotional health?

We thank you in advance for sharing your experience. Your opinion matters to us!

