

Appendix O

Sample Prenotification Letter (English)

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Sample Prenotification Letter for the CAHPS Hospice Survey

[HOSPICE OR VENDOR LETTERHEAD]

[SAMPLED CAREGIVER NAME]

[ADDRESS]

[CITY, STATE ZIP]

Dear [SAMPLED CAREGIVER NAME],

First, we realize this may be a hard time for you, and we're sorry for your recent loss.

In a few days, you'll get a survey about [DECEDENT NAME]'s hospice care from [HOSPICE NAME]. When you get the survey, we'd greatly appreciate it if you complete it. Your knowledge and experiences will help improve hospice care and help others select a hospice.

Thank you in advance for your help.

For questions about the survey, please call [VENDOR NAME] toll-free at [TOLL FREE PHONE NUMBER]. If you'd like to see how your responses will be used, hospice ratings are posted online on Medicare's Care Compare website.

Again, we are very sorry for your loss.

Sincerely,

[HOSPICE ADMINISTRATOR]

[HOSPICE NAME]

