

Pre-Assessment Instructions & Script



1. Distribute the questionnaire to **all patients** in the clinic. Your facility should have at least **80%** patient participation to have an accurate baseline.
2. Encourage **all** patients to complete the questionnaire. (Use the script below)
3. Remind patients that all responses are anonymous and confidential.
4. Inform patients that Heartland Kidney Network will be reviewing the questionnaires and compiling responses for the entire facility to help improve care at the clinic.
5. Have patients return the questionnaires in the manila envelope provided by Heartland Kidney Network with the "Take 5 To Tune In" logo.
6. Let the patients know that they will be getting more information about the project in the coming months. If patients have questions about the "Take 5 to Tune In" project encourage them to contact Heartland Kidney Network.
7. Return all questionnaires to the Network by **January 31, 2017**.

"We are participating in a Heartland Kidney Network project this year. The goal is to improve your satisfaction with your care at the clinic. We will be talking to you about the project activities more in March. The Network would like to start the project by finding out more about how you feel about your care in the clinic.

*Can you please take a few minutes to answer five quick questions to help us improve your care at the clinic? Your answers are all anonymous and confidential. To make sure of this, we have an envelope **at the scale*** for you to drop off your questionnaire before you leave today. It has the same "Take 5 to Tune In" logo on it as the questionnaire. The envelope will be sent to Heartland Kidney Network to be reviewed and group results will be shared with us at the clinic. If you have questions you can talk with _____ or Heartland Kidney Network. I can give you the 800 number if you'd like or you can get it from the poster in the **waiting room***. Thank you so much for filling this out for us."*

**locations are just suggestions*