[**Telehealth Patient Assessment**](https://www.jsi.com/telehealth-assessment/)**: Stock Email Language to Support Distribution**

**Are you interested in learning more about your patient’s experience with telehealth?**

The National Association of Community Health Centers (NACHC) has partnered with John Snow, Inc. (JSI) to administer a patient assessment to learn about health center patients’ experience with telehealth.

Email

John Snow, Inc. (JSI) is a health care research and consulting organization committed to improving the health of individuals and communities worldwide. JSI has been funded by the National Association of Community Health Centers (NACHC) to administer an assessment to Community Health Center patients on **telehealth services.** The purpose of this inquiry is to gain a comprehensive understanding of patients’ experiences with telehealth and explore operational and policy changes that will help to ensure access and improve patients’ telehealth utilization.

The anonymous assessment will take less than 5 minutes to complete. We have additional tools and resources for you to utilize when reaching out to patients about the assessment, including language to share in a newsletter and more. Please visit this link to learn more about this effort: [https://www.jsi.com/telehealth-patient-assessment/](https://www.jsi.com/telehealth-assessment/).

We value your assistance in helping us reach a broad range of patients. The top 20 organizations who gather 50+ patient assessments will receive a tailored report of key findings that compares their patients’ assessment responses to the national average, as well as to a cohort of other grantees with similar grantee demographics.

If you have any questions, you may reach out to the JSI team at [*nachc-telehealth@jsi.com*](mailto:nachc-telehealth@jsi.com)*.*

Thank you for your help.

Best,

Health Center Newsletter Language

**Telehealth assessment:** Our health center is participating in a patient assessment that will provide important information about patients’ experience with telehealth. Ultimately, the results will inform policy and operational changes that promote equity in access to care and improve the patient experience. The top 20 organizations who gather 50+ assessments from their patients will receive a tailored report comparing the experience of their patients to the experience of patients nationally. A toolkit is available to support assessment dissemination, including a flier with a QR code to display in our health center. Please visit this link to learn more: [https://www.jsi.com/telehealth-patient-assessment/](https://www.jsi.com/telehealth-assessment/)

Patient Blurb

Take a brief assessment and share about your experience with telehealth!

The assessment is available both in English and Spanish.

La encuesta está disponible en español e inglés.

[Take the assessment at this link.](https://tinyurl.com/nachc-assessment)

What is the assessment’s purpose?

* To better understand your experiences with telehealth and recommend changes that improve patient experience.

How long is the assessment and what does the assessment ask?

* The assessment is anonymous and takes less than 5 minutes to complete.

Language from Health Centers to Staff

**Telehealth assessment:** Our health center is participating in a patient assessment administered by the National Association for Community Health Centers (NACHC) in partnership with John Snow Inc. (JSI), a public health research organization. The assessment will provide important information about health center patients’ experience with telehealth.

Ultimately, the results will inform policy and operational changes that promote equity in access to care and improve the patient experience. The top 20 organizations who gather 50+ assessments from their patients will receive a tailored report comparing the experience of their patients to the experience of patients nationally. A toolkit is available to support assessment dissemination, including a flier with a QR code to place in our health center. Please visit this link to learn more: [https://www.jsi.com/telehealth-patient-assessment/](https://www.jsi.com/telehealth-assessment/)

Language For Post-Visit Text Message/Patient Portal

Thank you for your recent visit! To better understand and improve patient experiences with telehealth, we invite you to take this brief 5-minute assessment. Patients who complete the assessment and enter their email address (optional) will be entered into a lottery for a $50 gift card.

To take the assessment, visit: <https://tinyurl.com/nachc-assessment>