

If You Receive the Medicare In-Center Hemodialysis Survey, You May Have Some Questions

What is the Medicare In-Center Hemodialysis Survey? Your dialysis center is taking part in a national survey from Medicare. The Medicare In-Center Hemodialysis Survey (sometimes referred to as the In-Center Hemodialysis CAHPS Survey or ICH CAHPS Survey) asks about the care you receive at your dialysis center. To learn more about the Medicare In-Center Hemodialysis Survey visit <https://ichcahps.org/Dialysis-Patients>.

How did the survey get my name and contact information? Your name was randomly selected from all patients receiving in-center hemodialysis at your dialysis center.

I have already completed this survey. Why am I being contacted again? To help Medicare understand how the experiences of dialysis patients change over time, patients may be contacted up to two times a year to provide feedback about the dialysis care they have received. Spring Surveys are typically conducted each year from April through July and Fall Surveys are conducted from October through January.

Why should I complete this survey? Because *your* opinion matters! It is important we hear from you as your input will help make dialysis care better for you and other dialysis patients like you.

What kinds of questions are asked? The survey asks about your opinion of the dialysis center staff you have encountered, your experiences with the dialysis care you receive at your center, and your rating of this care. It also asks some general health and demographic questions.

How long does the survey take? The survey takes about 12 minutes to complete.

How will I be contacted? If selected for the survey, you will receive a letter in the mail letting you know about the survey. Then you will be contacted via mail and/or telephone to complete the survey.

Am I required to take part in this survey? Your participation in this survey is voluntary and your information is kept private by law.

Is my information confidential? Yes. All information you give in this survey will be held in confidence and is protected by law. No dialysis centers, including your current dialysis center, will see your individual answers to this survey, nor will they know whether or not you participated.

What if I need help taking the survey? Ask a family member or friend to help you by writing down your answers, reading the survey to you, and/or translating it into your language. But because you are the one receiving dialysis care, only you may provide the answers to the survey.

Where can I see the results from the survey? Results from all respondents who answer the survey are combined and then publicly reported on Care Compare on Medicare.gov. You can access the results by visiting medicare.gov/care-compare and choosing the provider type "Dialysis facilities."

Is the survey offered in other languages? The survey is offered in 6 languages. If you need a survey in a language other than English, please contact the survey vendor listed in the materials that you receive via mail.