

*'Tell us about your healthcare experience'*



*'Have your say'*

## Patient Reported Experience Survey – Care for COVID-19

### *Information for patients who received care and treatment for COVID-19*

Queensland Health is inviting patients and parents/carers of young patients to take part in an online survey about their experience with the care and treatment they received for COVID-19. These surveys are known as Patient Reported Experience Measures (PREMs).

You and members of your household may also receive an invitation to take part in a PREMs inpatient survey after you/they leave hospital that is about your hospital experience in general. The Care for COVID-19 survey is specifically to help us find out how we can better care for patients who have COVID-19, and we would appreciate your feedback by completing this survey.

#### *Who is included in the survey?*

Most patients will receive an invitation to take part in the survey after they have received care and/or treatment for COVID-19 in hospital or at home.

#### *How do I complete the survey?*

A text message (SMS) will be sent to the mobile phone number listed in the hospital record **about eight weeks after leaving hospital**. The SMS will include a link to the survey. The phone will need to be connected to the internet to complete the survey.

If the same mobile phone number is listed in the hospital records of other members of your household who left this hospital at the same time, only one SMS and survey will be sent. We invite you to provide feedback for yourself and on behalf of those members of your household who received care for COVID-19.

Example of the SMS:

**Sender:** QLD Health

**Message:** Queensland Health Patient Reported Experience and Outcome Measures-New survey available <https://preom.health.qld.gov.au/t/xxxxx>. To opt out <https://preom.health.qld.gov.au/o/xxxxx>

The SMS will include characters instead of the xxxxx at the end of the secure links.

After clicking on the first link, an information page will open followed by the survey page where you will be invited to take part in the survey. If you agree, the questions will take about 10 minutes to answer.



### ***What will the survey results be used for?***

We value your feedback as it helps us find out what we are doing well and what can be improved. You and members of your household will not be identified in the survey results. All feedback will be included with others and the combined results presented to your hospital.

### ***Do I have to take part?***

Taking part in the survey is optional. You do not need to answer any question you do not want to. If you choose not to do the survey any future care and treatment will not be affected.

### ***Will the hospital monitor my responses?***

Please note individual concerns cannot be responded to. If you have any health concerns, please contact your GP or health care provider. If you have a concern about the care received, please contact the hospital directly.

If your feedback shows something that may be of serious concern, selected Queensland Health staff will be able to see your name (or any members of your household who received care). Staff will check the feedback and contact you if needed.

### ***Will the information be kept confidential and secure?***

The survey system is Questionnaire Manager and is provided by Philips Electronics Australia Limited. Survey information is collected for Queensland Health and Hospital and Health Services for the purpose of evaluating, monitoring or planning health services. All information you provide will be securely stored in Australia and handled in line with the *Information Privacy Act 2009* (Qld) and the *Hospital and Health Boards Act 2011* (Qld). It will not be used or shared without your consent, unless allowed or required by law.

For information about how Queensland Health and the hospital protect your personal information, please visit [www.health.qld.gov.au/global/privacy](http://www.health.qld.gov.au/global/privacy). To learn about rights to access your own personal information, please visit [www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application](http://www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application).

### ***What can I do if I do not want to receive a survey?***

If you do not want to receive an SMS inviting you to complete any Queensland Health survey, or do not want your name (or the names of any members of your household who received care) and contact information to be provided to Philips, please contact 13 HEALTH (13 43 25 84).

### ***How can I make a compliment or complaint about the health service?***

The survey is not the way to make a complaint. If you would like to share a compliment or make a complaint about the health service, information on how to do this is available at [www.qld.gov.au/health/contacts/complaints](http://www.qld.gov.au/health/contacts/complaints).

### ***Where can I find more information?***

For more information about Queensland Health Patient Reported Experience and Outcome Measures visit [www.health.qld.gov.au/preom](http://www.health.qld.gov.au/preom). For help to complete a survey contact 13 HEALTH (13 43 25 84).