



ARMY MEDICINE
Serving To Heal...Honored To Serve

Dear Reynolds Army Community Hospital Patient,

Over the past few years most of you have grown used to receiving a mailed survey from the Army Medical Command Office of the Surgeon General (OTSG) after a recent appointment at Reynolds.

Most of you know the importance of completing and returning the Army Provider Level Satisfaction Survey, or APLSS. Providing us feedback helps us to improve services at Reynolds and fosters a patient to primary care manager partnership that continually improves and achieves excellent health care. Listening to you through surveys helps us identify desired and needed new services vital to your health care.

The APLSS also yields financial incentives to Reynolds from the OTSG, which are linked to the scores you give us. These funds are reinvested right back into your health care facility in the form of updated medical equipment, additional medications at the pharmacy, new staff and/or expanded patient education. For each survey returned, Reynolds may receive up to \$500 to invest toward your health care needs.

These funds are absolutely critical to our operations and allow us to continue to reach higher in delivering the Highest Standard of health care to our patients. Reynolds consistently maintains a customer satisfaction rate around 93 percent and ranks in the top of the Army Medical Treatment Facilities across the world. We strive to ensure that services delivered to all of our patients remain exceptional.

If you receive a survey request in response to an appointment experience at Reynolds, be sure to fill it out and return it. We are working hard to ensure that we exceed your health care expectations and earn excellent ratings. We want to make sure we continually have your feedback. Giving us high marks when we meet or exceed expectations, or letting us know where we might improve, goes a long way in maintaining and improving services for you - our Partners in Health.



STOP
and give us
COMPLETELY
SATISFIED!

When you last opened your email, did you see a Patient survey and have the urge to throw it away?

*Reynolds cares about your feedback! The Army Provider Level Satisfaction Survey (APLSS) helps us know how we are doing and what is important to **YOU!** We are rewarded for **Completely Satisfied** surveys in **\$ DOLLARS \$** that are used to improve your hospital services.*

*Help us continue to improve.
Please take the time to complete your **APLSS SURVEY!!***