

## **Guide to Patient Satisfaction Surveys and Ratings**

Missoula Bone & Joint values the partnerships we have with our patients and their loved ones. We are committed to providing you the information you need at your fingertips to make informed decisions about your health care, and about the physicians, therapists, and other providers who walk the care journey with you. As part of that commitment, we post our providers' patient satisfaction ratings online.

To assist you, we've developed this guide to help patients and family members and those considering appointments with Missoula Bone & Joint understand how we capture and report our patient experience ratings.

### **About Our Survey**

Missoula Bone & Joint is focused on providing an exceptional experience in every care interaction. All ratings are submitted by actual patients. To ensure we hold ourselves to the highest standards, we partner with an independent patient satisfaction company, National Research Corporation NRC Health, which provides the technology to display ratings and comments on our provider profile pages.

### **Who Receives the Survey?**

The survey is made available to Missoula Bone & Joint patients within a few days following their appointments. Patients are asked to complete the survey and provide comments regarding specific aspects of care. We use this feedback to improve and enhance the care we offer.

### **Do You Post All Comments?**

We do not post comments that are libelous, profane, or those that risk the privacy of our patients.

### **What Questions Do We Ask?**

Patients take a survey, and results are used to evaluate patients' overall perception of care and to identify areas for improvement.

### **Why Aren't There Ratings and Comments for Every Provider?**

Industry best practice is clear that more data provides a more accurate picture. For this reason, a provider's rating will only be posted on the site when he/she has a minimum of 30 completed surveys. Over time, with more surveys received on an ongoing basis, the number of rated providers will increase.

### **Can Anyone Complete a Survey or Post a Comment about a Provider?**

No. Only patients having a clinic or urgent care visit, surgery center visit, or physical therapy visit will receive a survey. The results are based entirely from patients who have actually been treated by the provider. Comments are available to read for one calendar year after submission, and then are removed online to help keep information accurate and current regarding provider performance.

### **How is Patient Information Protected?**

Patient names are not displayed through the online ratings and commentary reviews. All personally identifiable information is removed prior to display.

### **How to Opt Out of Receiving Patient Survey**

You can select Opt Out when you first receive a survey

Or, you can send an Opt Out Request to email: [outreach@missoulaboneandjoint.com](mailto:outreach@missoulaboneandjoint.com),  
phone: (406) 721-4436 ext.7118