

# What should I do if a respondent reports a “bad” telephone survey?

High quality data collection in a professional and courteous manner is PRC’s utmost priority. Thus, we have several levels of Quality Assurance in place, including the daily monitoring of our telephone interviewers, who are all trained and coached at PRC. Because we are dealing with a complex population of respondents, we have to plan ahead for the occasional misunderstanding or patient complaint. We have protocols in place for how to investigate (and if necessary, correct) the basis of the claim, but we want you to feel comfortable if you are ever presented with a patient complaining about a telephone survey they received from PRC. To that end, consider this advice:

## First, comfort the respondent.

- **Listen** to what the patient has to say.
- **Take notes** regarding the:
  - ‘ Phone number on which the respondent was called (**High Priority!**)
  - ‘ Patient name
  - ‘ Complaint
  - ‘ Date of service
  - ‘ Type of service
  - ‘ Facility
- **Respond sympathetically.** Here are some suggested talking points:
  - ‘ “I am so sorry to hear you had a bad experience with the survey.”
  - ‘ “I will immediately contact the company that conducts the surveys and have them look into this problem.”
  - ‘ “We want everything related to your experience here to be high quality.”
  - ‘ “Thank you for taking the time to contact us to let us know about your survey experience.”

## Second, contact your Project Manager via telephone or SecureMail.

To be conscious of Protected Health Information (PHI), contact your Project Manager via telephone or SecureMail. So we can investigate the call in question, please provide us with the information you collected from the patient, **especially the patient’s phone number**. Information like name, date, etc. are also helpful.

We will investigate the call along with our Quality Assurance department and act accordingly to ensure we are collecting data in the utmost professional fashion.

