

Visit 7 Survey Administration Procedures

It is important that patients understand that their answers will remain confidential and that their responses will in no way affect the care they receive at the clinic or the DEP now or in the future. This needs to be explained when you give the surveys to the patient to complete privately as well as to the patient prior to any phone interviews.

For patients who can read

- Have them complete the surveys in private and place them in the lockbox

For patients who cannot read

1. Call them at least a week prior to their Visit 7 appointment
 - Ask the patient if he/she can bring a family member to the appointment to help them complete the surveys
2. If he/she doesn't have a family member that can accompany him/her, mail Visit 7 surveys to the patient's home. Instruct them to bring the completed surveys to their appointment where they will place them in a lockbox.
3. If the patient does not bring the surveys to the appointment, give them the survey tools. Identify a few days and times within the next two weeks when they could answer the survey questions over the phone.
 - Instruct the patient that they will receive a call from another Diabetes Health Promoter to ask them the survey questions.
4. Email patient information to another Diabetes Health Promoter with patient's preferred days and times.
5. The designated Diabetes Health Promoter contacts the patient to set up an appointment for survey administration. This DHP subsequently asks the patient all survey questions after explaining confidentiality.