



Dear Patient,

Thank you for entrusting our staff with the opportunity to provide your care. We are consistently looking for ways to improve our patients' experiences and would like to know how well you've been treated. To help us review our processes, know what we've done well, and identify areas of improvement, we need to hear from our patients.

While our staff does their utmost to provide the best experience, we want to know if there are opportunities for us to make it even better. In the near future, you may receive a call, letter, or email for a patient experience survey. So that we can ensure patient privacy and trust, we have contracted with an independent research firm, **Arbor Associates** in **Petoskey, Michigan**, to conduct the survey on our behalf.

We hope you'll take the opportunity to share your experience with Arbor Associates. If selected for participation, you will first receive an email from survey@arbor-associates.com with a link to the survey. If you do not complete the survey via this link, Arbor Associates will then try to contact you by phone. Their number will display as **231-347-7110**.

Thank you for helping us improve health care for everyone we serve.

Sincerely,

Mille Langan, BSN, RN, MHA
Administrator

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