

Patient questionnaire survey

The Norwegian Institute of Public Health is inviting all patients who are discharged from inpatient care at an institution providing specialist multidisciplinary treatment for substance abuse to take part in a survey of experiences with their stay.

WHY?

- Patients' experiences are an important indicator of the quality of health care that is provided.
- The aim is to **make services better** for future patients.



HOW?

- From January 2020, patients undergoing treatment for substance abuse will be invited to take part in a patient experience survey.
- Before you are discharged, a member of staff will give you an invitation letter and a log-in code.
- You will be able to answer online using a tablet, PC or smartphone.



VOLUNTARY AND CONFIDENTIAL

- Participation in the study is **voluntary**.
- All information will be processed **confidentially** by the Norwegian Institute of Public Health. The staff at the institution will not find out what exactly you have answered.
- Every single answer we get is important.
- **You can contribute to make the health services better!**



WANT TO FIND OUT MORE?

If you have any questions about the survey, you can ask the staff here at the department for an information brochure.