

Patient Experience Comments Guidelines

Created: April 2019

The following information outlines the fair and consistent guidelines that are used to determine how comments from our patient satisfaction surveys are published on aspirus.org.

Initial Review: Vendor

The vendor team will flag any comments that contain the following information:

- Patient information*
- Offensive language
- Personal attacks
- Libelous/defamatory statements
- Foreign language
- Service alerts**

**Patient Information can include: PHI, Date of Birth, Address, Phone #, Email, SSN, Account numbers.*

***Service Alerts refer to: Death of a patient, Malpractice, Harm/abuse/neglect, Situation worsened as a result of provider care, Harassment/discrimination, Threat of lawsuit, Requests to be contacted, Formal grievance, HIPAA violation, Violence/suicide.*

Reviewing Flagged/Appealed Comments

- **Aspirus Marketing/Communications Department:** Review comments flagged by the vendor team.
- **Transparency Advisory Group (TAG):** Review comments flagged/appealed by the provider or their designee.

If a comment is flagged, determinations will be made using the following criteria:

Content	Publish	Archive	Edit
Patient information***			✓
Offensive language		✓	
Personal attacks		✓	
Libelous/defamatory		✓	
Positive comments that are true, fair & constructive	✓		
Negative comments that are true, fair & constructive	✓		
Negative comments that are not true, fair or constructive		✓	
Positive comments meant for another provider		✓	
Negative comments about another provider		✓	
Unrelated or miscellaneous		✓	
Medical or treatment dates or plans		✓	
Foreign Language		✓	
Service Alerts		✓	
Scheduling, cost or billing		✓	

**** Any edits will be to only remove personal information, provided changes do not alter the overall message or intent. Edits will never be made to correct misspellings or grammar.*

Transparency Advisory Group (TAG)

Comments will be made available for preview prior to being published on the website. During this time, any comments flagged for removal by the individual provider or his/her designee will be reviewed by TAG.

TAG will review any comments flagged by providers or their designees using the criteria outline above. If TAG needs help making a determination, the group's members from Compliance and/or the physician representatives will be consulted to make a determination.

All decisions to publish or archive comments by TAG are final.

Key TAG Considerations

