



Some of our patients are calling concerned with the patient satisfaction survey being conducted by HMG. In response to their questions we want to provide the following information.

Hartford Medical Group tries hard to meet our patient's needs and is very interested in our patient's view of these efforts. We have asked a respected national survey company to assist us in that effort and call a randomly selected group of patients that recently visited HMG. This information will allow us to learn how we can improve, comparing one HMG office to another, but also comparing our results to those obtained by similar practices across the country. Our goal is to be in the top 10% of practices in how we meet our patient's needs.

We take our patients need for confidentiality as seriously as we take our efforts to improve; we also follow the rules and regulations surrounding patient privacy carefully. To conduct these surveys we provided this company with the least amount of information needed (patient name, telephone number, and physician name) and ensured that the company was contractually bound to keep the information confidential, as required by national privacy laws.

If you would like us to remove you from future surveys you can let us know by filling out the "request for special privacy protections" form found on our website www.hartfordmedicalgroup.com on the Policies and Guidelines page or directly at [Request for Special Privacy Protections](#).

Thank you.

Dr. Kent Stahl
CEO/Medical Director