

We Would Like Your Feedback

It is very important to us that you received the best possible care during your child's surgery or procedure. Your feedback is very important to us.

In the coming days or weeks, you may receive a survey about your child's experience. This survey takes about **5 to 10 minutes** to complete and will help us learn more about your experience at the hospital.

This survey comes from a trusted partner of ours called **Press Ganey** through text, e-mail, or a paper survey mailed to your address. Your information and survey answers will be private and secure.

Hearing about your experience will help us improve our care for all families. There is space in the survey to leave comments if you want to add more information or if you want to highlight any staff members that made a big difference in your stay.

If you have more questions or concerns about your child's surgery experience or want to talk to someone in the **Office of Patient Experience**, please call us at **(650) 498-4847** to talk with our **Patient Navigators**. Patient Navigators are here to support you. They will listen, answer questions or concerns, and help you during and after your child's surgery experience.

Thank you again for taking the time to give us your feedback.