

# Columbia University Morningside or Lamont Doherty Consent Form

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**Attached to Protocol: IRB-AAAJ8101**

**Principal Investigator: Melanie Bernitz  
(mjb239)**

**IRB Protocol Title: Medical Services Patient Satisfaction Survey**

**Consent Number: CF-AAAT3435**

**Participation Duration: 10 minutes**

**Anticipated Number of Subjects: 1500**

## **Contact**

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<u>Contact</u>	<u>Title</u>	<u>Contact Type</u>	<u>Numbers</u>
Rosagna Rubiano	Associate Director	Co-Investigator	Telephone: 212-854-7426
Michael McNeil	Executive Director	Co-Investigator	Telephone: 212-854-5453

## **Research Purpose**

The Patient Satisfaction Assessment Survey (PSAS) is a national, non-profit, effort organized by the American College Health Association (ACHA) to assist colleges and universities in collecting satisfaction data about students users of the medical service. The ACHA-PSAS contains questions that assess satisfaction with various aspects of the clinical medical services. This assessment will allow Columbia University administrators to evaluate services and set departmental goals.

## **Information on Research**

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The Columbia Health is conducting a survey about students' satisfaction with medical services. We are asking that a random selection of Columbia University students that have visited the medical service to participate. The web-based survey will ask you a series of questions about your satisfaction with various aspects of a visit to Medical Services, and will take approximately 10 minutes to complete. From this survey, we hope to gain a better understanding of the satisfaction of students at Columbia University with Medical Services. The results will help to: generate satisfaction rates for a variety of aspects related the primary care; prioritize student needs; allocate resources; design services; and benchmark our services against a national data set.

## **Risks**

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The ACHA-PSAS is confidential and does not collect personally identifiable data. You will not be asked your name or any questions about why you visited Medical Services. There are no risks associated with completing this satisfaction survey.

## **Benefits**

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Your participation in this study will assist university administrators in assessing and improving

campus services for you and other students.

### **Alternative Procedures**

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We are not aware of any alternative study concerning this issue. The alternative is not to participate.

### **Confidentiality**

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The survey is anonymous. You will not be asked to put your name or other identifying information on the survey or any official documentation of this research.

The study records are kept strictly confidential. Because this survey is anonymous no individual identities will be used in any reports or publications resulting from this study. Only study personnel will have access to the files, and individual results will not be shared with anyone.

Although every reasonable effort will be made to protect your records, such protection cannot be guaranteed. By law, representatives of the sponsoring organization, Columbia University's Institutional Review Board (IRB), and other regulatory authorities may inspect these records. All personal information made available for inspection will be handled in strictest confidence and in accordance with data protection laws.

### **Compensation**

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You will not receive any payment or other compensation for participating in this study.

You will have the option to participate in a random drawing for one of twenty \$15 Barnes & Noble gift card as a thank you for participating.

### **Additional Costs**

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There are no costs to you for participating in this study.

### **Voluntary Participation**

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Participation in this study is voluntary and all subjects must be at least 18 years of age. Refusal to participate will involve no penalty or loss of benefits to which you are otherwise entitled. Likewise, if you elect to participate in this study, you may discontinue your participation at any time without penalty or loss of benefits to which you are otherwise entitled. Your responses are important and we hope that you will agree to participate. However, you are under no obligation to participate if you so choose.

### **Additional Information**

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If you have any questions or concerns about the study, you may contact Dr. Rosagna Rubiano (212-854-7426, rer2105@columbia.edu) or Dr. Michael McNeil (212-854-5453, mpmcneil@columbia.edu). If you wish to talk about any health concerns you have, please contact

Columbia Health at [www.health.columbia.edu](http://www.health.columbia.edu) or 212-854-7426.

If you have any questions about your rights as a subject, you may contact the Columbia University Institutional Review Board at (212) 851-7040.