



Notice: Select Health Email Survey Branding Error

Notice Date: 1/18/24

On Thursday, 1/18/24, we were made aware of a branding error on an email survey conducted by Qualtrics, on behalf of Select Health insurance. *Select Health is a subsidiary of Intermountain Health.*

The latest email surveys include "Intermountain Health" branding and include an opening line stating, "at Uintah Basin Medical Center, we are committed to helping people live the healthiest lives possible".

This survey may cause some confusion in regards to ownership of our organization. Be assured that we remain an independent organization, and this is simply a branding error made by a survey company.

If you have questions or concerns, please email comments@ubh.org.

SEE EMAIL SURVEY SAMPLE BELOW.

EMAIL SURVEY SAMPLE

From: **Intermountain Health** <listening@intermountainhealth.org>

Date: Wed, Jan 17, 2024 at 12:06 PM

Subject: [EXTERNAL] Tell us about your experience at Uintah Basin Medical Center

To: Patient Name



Dear

At Uintah Basin Medical Center, we are committed to helping people live the healthiest lives possible. Please know your feedback matters and helps us improve the service we provide to our patients. We invite you to complete a brief survey about your recent experience.

Please answer the survey based on the specifics of your experience listed below:

Location: Uintah Basin Medical Center

Visit date: 12/27/2023

You can begin this short survey by answering the first question below:

Based on your most recent experience, on a scale of 0-10, how likely are you to recommend this practice to a friend or relative?

Not at all likely Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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Or by clicking [this link](#).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Heidi Wald'.

Heidi Wald, MD, MSPH, CPPS
Chief Quality and Safety Officer

If you would like to be removed from future surveying, please click the [link here](#)

