

Schedule of OAS CAHPS Contact Attempts by Survey Mode

Day	Mail-Only	Telephone-Only	Mail with Telephone Follow-Up	Web with Mail Follow-Up	Web with Telephone Follow-Up
1	Mail out first survey	Phone calls begin	Mail out survey	Email or mail initial web survey invitation	Email or mail first web survey invitation
7					
14				Email or mail web survey reminder	Email or mail web survey reminder
21	Mail out second survey		Phone calls begin	Mail out survey	Phone calls begin
28					
35				Email web survey reminder	Email web survey reminder
42	End data collection	End data collection	End data collection	End data collection	End data collection