



Boost Your Care with JOES SMS

JOES Overview

The Joint Outpatient Experience Survey (JOES) is a tool used by the Defense Health Agency to gather valuable feedback on patient experiences at Military Treatment Facilities worldwide. Your input through JOES helps us continuously improve healthcare for military communities. To make it easier for you, we can send survey invitations via text message, but we need your consent.

Providing Consent to Receive JOES via Text Message During Appointment Check-In

To participate in the Joint Outpatient Experience Survey (JOES), when you check in for your appointment, you can easily consent to receive SMS survey invitations at the front desk. The front desk staff will ask if you consent to receiving text messages. Saying “Yes” will help make this an easy process to receive your survey invitation and provide the feedback your provider uses to make important improvements.



Be Ready to Consent:

As you check in for your appointment, expect to be asked for your consent to receive survey invitations via SMS.



Take Initiative:

If you're not asked at check-in, feel free to inquire with the front desk staff. Ask them how you can sign up to receive text messages for providing valuable feedback on your care.



Joint
Outpatient
Experience
Survey



Questions?

Please contact your local Military Treatment Facility or visit the Tricare Online Site.