

How to Register a Practice Site

Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items)
The official website for news and information about the PCF PEC Survey

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Welcome to the official site of the Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items)

The Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items) is designed to measure the experiences of people receiving care from Practice Sites participating in the Primary Care First (PCF) model. Beginning in 2021, the PCF PECS is conducted for PCF Practice Sites by survey vendors approved by the Centers for Medicare & Medicaid Services (CMS).

For more information about the background of the PCF PECS and participation requirements visit the [About PCF PECS](#) page. For information about how to become an approved PCF PECS vendor, please click on the [Vendor Application Process Link](#) under the "General Information" tab above.

Viewers are encouraged to check this site, which is the official website for PCF PECS, regularly for updated information about PCF PECS.

For more information, please contact pcfpecs@rti.org or call 1-833-997-2715.

For information about the availability of auxiliary aids and services, please visit: <http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>

Para información sobre esta encuesta o para hablar con alguien en español, por favor, comuníquese con el personal de coordinación de encuestas de PCF PECS por correo electrónico a la dirección pcfpecs@rti.org, o puede llamar al número gratuito 1-833-997-2715.

Quick Links

- Approved Survey Vendors

1. Log in to your practice site account.
2. Navigate to "Dashboard" in the top menu bar.

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Practice Sites / Practice Site Dashboard

Required Action Items

Item	Status	Resource
✔ Practice Site Registration	Completed	
✔ Register one or more practice sites (by Practice ID)	1 Practice ID(s) already registered	Click here to register your Practice Site
✔ Vendor Authorization	1 of 1 Practice Sites have current authorization	Authorize a Vendor

User Access

Administrative Users **Non-Administrative Users**

LD No users found

[Manage User Console](#)

Recent Announcements

Welcome to the official site of the Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with supplemental items)
Posted Friday, October 16, 2020

3. Click “Click here to register your Practice Site.”

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The screenshot shows the 'Practice Site ID Registration' page. At the top is a navigation menu with links: Home, Dashboard, General Information, Practice Sites (highlighted), Vendors, Survey and Protocols, Training, and Data Submission. Below the menu is a breadcrumb trail: Practice Sites / Practice Site ID Registration. The main heading is 'Practice Site ID Registration'. Below this, instructions state that each user must complete the following steps to register their Primary Care First (PCF) Patient Experience of Care Survey (PECS) practice site:

1. In the form below, type in your practice site's ID. Click the **Lookup Practice Site Names** button to confirm the information you entered.
2. After you submit this form, your dashboard will be updated to reflect the registered practice sites.

Below the instructions, there is a text input field labeled 'ID Numbers'. To the right of the field is a button labeled 'Lookup Practice Site Names'. Above the input field, there is a note: 'If you have multiple practice site ID numbers, please enter them as a comma separated list, as shown in the example below. After entering your practice site ID number(s), click on the **Lookup Practice Site Names** button. Do not include dashes in the practice site ID number. Example: AA1111,BB2222,CC3333'.

4. Enter the PCF practice site ID numbers of all practice sites you would like to register.

Note: If you are the Survey Administrator or Point of Contact for multiple practice sites, you can register multiple sites at a time by separating each practice site id with a comma.

5. When all practice site IDs have been entered, click the box, “Lookup Practice Site Names.”

The screenshot shows the 'Submit' button and the 'PCF PEC Practice Site Survey Administrator Consent Form'. Above the form, a message states: 'The following practice site ID number(s) will be registered when you click the **Submit** button below. Please verify that the list is correct. If it is not correct, please edit your practice site ID number(s) above and click the lookup button again.'

ID #	Practice Site Name
ZZ9910	Good Practice

Below the table, the form title is 'PCF PEC Practice Site Survey Administrator Consent Form'. The text reads: 'The Primary Care First (PCF) Patient Experience of Care Survey (PEC) Survey Administrator, L D, has the following **Roles and Responsibilities** on PCF PECS:'

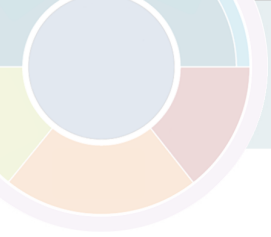
- Designating another individual within the organization as the backup PCF PEC Survey Administrator.
- Removing access or approving the removal of access for users who are no longer authorized to access the private side of the PCF PECS website.
- Serving as the main point of contact with the PCF PECS Team.
- Notifying the PCF PECS Team if your role as the PCF PEC Survey Administrator will no longer be valid and identifying a successor.
- Authorizing the PCF PECS Team to give your name and e-mail address to individuals requesting access to your organization's account on the PCF PECS website.

Below the list, the text reads: 'By checking the two boxes below and clicking the **SUBMIT** button, you acknowledge and consent that you are the PCF PEC Survey Administrator for the practice site ID(s) listed above and you accept the PCF PEC Survey Administrator roles and responsibilities.'

There are two checkboxes:

- I am the PCF PEC Survey Administrator for the practice site ID(s) listed above.
- I agree to the terms specified above.

At the bottom of the form is a 'Submit' button.



6. A table including the practice site ID numbers and names entered will appear. Please double check that the practice sites listed are correct. If not, you can edit the practice sites by going back to Step 3 of this section.
7. Please review the PCF PECS Practice Site Survey Administrator Consent Form. Once reviewed, check the two boxes and click "Submit."