



When you last opened your mail, did you see a patient survey and immediately have the urge to throw it away?



## Stop!

### Why Should you Respond?

- CRDAMC leadership cares about your feedback.
- Your responses are reviewed and analyzed to determine what is important to you.
- Returned surveys are tied to funds we can use to improve services for you.

### What does this mean?

Returned surveys = **\$\$\$\$** that we can use to:

- Improve problem areas
- Upgrade amenities
- Expand services

### Do you think we need:

- More comfortable chairs?
- More available appointments, which means more staff?
- Customer Service training for our staff?

**Tell us how we can improve our services for you. We can do any or all of the above with your help!**



### How do you Respond?

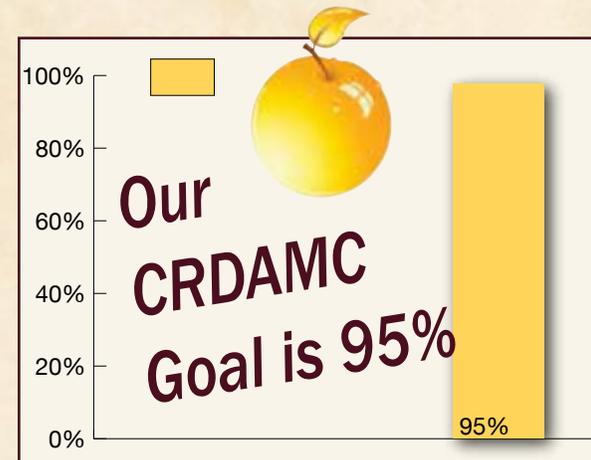
Randomly selected patients are sent a letter shortly after the visit asking that you complete a brief questionnaire regarding the care you received.

### You can respond one of 4 ways:

- BEST! Preferred Method - Log in to the website with the provided username and password to answer questions.
- Complete a 2 page written survey (patients must still be randomly selected to participate).
- Call the toll-free number provided in your letter.
- Fill out questionnaire and drop off at Patient Services Offices (1st Floor, Room 1302) and we will mail for you.

### Our Goal

Our goal is to achieve and maintain 95% or higher overall visit satisfaction rate.



### What will you be asked?

#### Provider experience

- Did your provider listen carefully?
- Did your provider understand your problem?
- Did your provider treat you with courtesy and respect?
- Did your provider spend enough time with you?
- Did your provider help you with your problem?

#### Overall staff/facility

- Phone service
- Scheduling your appointment
- Courtesy of support staff
- Comfort and cleanliness of facility
- Pharmacy

