



William S. Middleton Memorial Veterans Hospital and Clinics Telephone Care Services Patient Satisfaction Survey

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For each item identified below, please circle the number best fits your level of satisfaction with Telephone Care Services.

Courtesy

Courtesy of the nurse/clerk to whom you spoke on the phone 1 very poor 2 poor 3 fair 4 good 5 very good

Promptness

Promptness with which the telephone was answered 1 very poor 2 poor 3 fair 4 good 5 very good

If a return call was needed, degree to which a nurse returned your call within an acceptable amount of time 1 very poor 2 poor 3 fair 4 good 5 very good

Listening

How well nurse listened to your concerns 1 very poor 2 poor 3 fair 4 good 5 very good

Education

Understandability of the nurse's advice 1 very poor 2 poor 3 fair 4 good 5 very good

Usefulness of the information given by the clerk 1 very poor 2 poor 3 fair 4 good 5 very good

Other

Adequacy of time spent on phone with nurse 1 very poor 2 poor 3 fair 4 good 5 very good

Degree to which staff identified themselves to you 1 very poor 2 poor 3 fair 4 good 5 very good

How well your needs were met by using Telephone Care Services 1 very poor 2 poor 3 fair 4 good 5 very good

Your likelihood of calling the Telephone Care Services again 1 very poor 2 poor 3 fair 4 good 5 very good

Overall service provided by the Telephone Care Services 1 very poor 2 poor 3 fair 4 good 5 very good

Comments: