



# VISN 12 Telephone Care Services Satisfaction Survey

OMB No. 2900-0770

Estimated Burden: 10 minutes

Expiration Date: 9/30/2020

**The Paperwork Reduction Act of 1995:** This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 10 minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.



## 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:**