

Neuroimmunological Diseases Section (NDS) Clinical Team Survey

OMB #: 0925-0668 Expiration Date: 4/30/2022

The National Institutes of Health (NIH), Neuroimmunological Diseases Section (NDS) Clinical Team appreciates feedback about the medical and support services provided to people taking part in our clinical studies/protocols.

The goal of the NDS is to learn more about Multiple Sclerosis and similar neurological disorders so that we can design new diagnostic tests and effective treatments. You can help us improve our services by completing this short survey about, and within 3 days, of your most recent NDS clinic visit.

Your participation in this survey is completely voluntary and anonymous. Your responses will be kept secure to the extent permitted by the law.

Thank you for your willingness to participate in this survey. We look forward to receiving your feedback.

If you have any questions or concerns about the survey functionality, please contact the [NIAID Evaluation Team](#). If you have any questions about the survey questions or purpose, please contact ndsclinicalgroup@mail.nih.gov.

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Burden Disclosure: Public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA# 0925-0668. Do not return the completed form to this address.



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1. Overall, how satisfied were you with the following:

	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied
Your recent NDS visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visit associated communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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2. Overall, how satisfied were you with how we planned and scheduled your visit?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied

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3. Which areas in the planning and scheduling process require improvement? *(Select all that apply)*

- Communication with you/the patient
- Booking of travel and accommodations
- Clarity of the clinic schedule provided
- Other (please specify)

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4. How satisfied were you with services provided by the following NDS clinicians?

	Not applicable	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied
Dr. Bibiana Bielekova	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dr. Alison Wichman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dr. Andrew Sun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mary Sandford, CRNP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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5. Which areas of the services provided during your neurological clinical visit require improvement? *(Select all that apply)*

- Wait time to see the clinician
- Examination
- Review of findings and results
- Discussion about potential research participation
- Discussion about other treatment options
- Other (please specify)

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6. How satisfied were you with the services (e.g., Optical Coherence Tomography (OCT), 9 Hole Peg Test (HPT), walking speed test, phone apps) provided by the NDS Researcher collector?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied
- Not applicable

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7. What aspects of the following services provided by the NDS Researchers require improvement? *(Select all that apply)*

Optical Coherence Tomography (OCT)

9 Hole Peg Test (HPT)

Walking speed test

Phone apps

Other (please specify)

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8. How satisfied were you with the services provided by (Outpatient Clinic 5, B1 MRI, Day Hospital and Ophthalmology)?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied
- Not Applicable

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9. Which areas about the services provided outside of the NDS Clinical Team require improvement? *(Select all that apply)*

- 5th floor clinic staff
- Day hospital staff
- Phlebotomy staff (e.g. blood draws)
- MRI staff
- Consultations with doctors in other departments (Ophthalmology and Genetics)
- Other (please specify)

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10. How satisfied were you with the follow-up contact provided by the following NDS clinician(s)?
(If the follow-up contact has not occurred, select 'Not applicable')

	Not applicable	Very satisfied	Satisfied	Somewhat satisfied	Somewhat dissatisfied	Dissatisfied	Very dissatisfied
Dr. Bibiana Bielekova	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dr. Alison Wichman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dr. Andrew Sun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mary Sandford, CRNP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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11. Do you have any other suggestions for how your experience can be improved?

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