

## Outpatient Survey (MD)



### OUTPATIENT SURVEY

**INSTRUCTIONS:** Please rate the services you received at the NIH Clinical Center. Select the response that best describes your experience. If a question does not apply to you, please skip to the next question. Space is provided for you to comment on good or bad things that may have happened to you.

If you can't complete the entire survey at once, you may come back to it later. Your previous responses will be saved automatically and you will be able to continue where you left off. At any point during the survey, you can clear the entire survey and start over by clicking the "Clear Survey" button.

When you have finished, please click the "Submit" button.

OMB No. 0925-0648 Expiration Date: 05/2021

Public reporting burden for this collection of information is estimated to average 5 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 (0925-0648).

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#### BACKGROUND QUESTIONS

1) Was this your first visit here?

Yes

No

2) How many **minutes** did you wait after your scheduled appointment time before you were called to an exam room?

minutes

3) How many **minutes** did you wait in the exam room before you were seen by a doctor, physician assistant (PA), or nurse practitioner (NP)?

minutes

Clear Survey

Previous

Next

## OUTPATIENT SURVEY



ACCESS	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5
1) Ease of scheduling your appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Ease of contacting (e.g., email, phone, web portal) the clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) <b>Comments</b> (describe good or bad experience):	<input type="text"/>				

PREVIEW

Clear Survey

Previous

Next

## OUTPATIENT SURVEY



MOVING THROUGH YOUR VISIT	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5
1) Degree to which you were informed about any delays	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Wait time at clinic (from arriving to leaving)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) <b>Comments</b> (describe good or bad experience):	<input type="text"/>				

PREVIEW

Clear Survey

Previous

Next

## OUTPATIENT SURVEY



NURSE/NURSING ASSISTANT	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5
1) How well the nurse/assistant listened to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Concern the nurse/assistant showed for your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Nursing staff's concern in assisting with control of pain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) <b>Comments</b> (describe good or bad experience):	<input type="text"/>				

PREVIEW

Clear Survey

Previous

Next

## OUTPATIENT SURVEY



CARE PROVIDER	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5
<b>DURING YOUR VISIT, YOUR CARE WAS PROVIDED PRIMARILY BY A DOCTOR, PHYSICIAN ASSISTANT (PA), or NURSE PRACTITIONER (NP). PLEASE ANSWER THE FOLLOWING QUESTIONS WITH THAT HEALTH CARE PROVIDER IN MIND.</b>					
1) Concern the care provider showed for your questions or worries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Explanations the care provider gave you about your problem or condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Care provider's efforts to include you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Care provider's discussion of any proposed treatment (options, risks, benefits, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Likelihood of your recommending this care provider to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) <b>Comments</b> (describe good or bad experience):	//				

Clear Survey

Previous

Next

## OUTPATIENT SURVEY



PERSONAL ISSUES	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5
1) Our concern for your privacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) How well the staff protected your safety (by washing hands, wearing ID, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Response to concerns/complaints made during your visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) <b>Comments</b> (describe good or bad experience):	<input type="text"/>				

P R A  
W

Clear Survey

Previous

Next

## OUTPATIENT SURVEY



OVERALL ASSESSMENT	Very Poor 1	Poor 2	Fair 3	Good 4	Very Good 5
1) How well the staff worked together to care for you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Likelihood of your recommending NIH Clinical Center to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) <b>Comments</b> (describe good or bad experience):	<input type="text"/>				

PREVIEW

Clear Survey

Previous

Next



## OUTPATIENT SURVEY

Progress  0% 100%

1) Patient's Name: (optional)

2) Telephone Number: (optional)

Clear Survey

Previous

Submit