

Hill Air Force Base (AFB) Pharmacy Satisfaction Survey**AGENCY DISCLOSURE NOTICE**

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1. Do you currently use Hill Air Force Base Pharmacy services?
 - a. Yes
 - b. No – **SKIP to Q14**
2. Which of the following best describes how often you use Hill Air Force Base pharmacy compared to any other pharmacy?
 - a. I almost always fill my prescriptions at Hill Air Force Base pharmacy
 - b. I often fill my prescriptions at Hill Air Force Base pharmacy
 - c. I sometimes fill my prescriptions at Hill Air Force base pharmacy
 - d. I rarely fill my prescriptions at Hill Air Force base pharmacy
3. Which location do you visit most often?
 - a. The Main Clinic Pharmacy – **IF Selected, go to Q4**
 - b. The satellite Pharmacy in the Base Exchange – **IF Selected, go to Q5**

IF 3a, show Q4

4. How would you rate the service that you receive at the **Main Clinic Pharmacy**?
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair
 - e. Poor

IF 3b, show Q5

5. How would you rate the service that you receive at the **Satellite Pharmacy in the Base Exchange**?
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair
 - e. Poor

6. Which of the following services offered by Hill Air Force Base Pharmacy have you used at least once. Select all that apply.
- a. Texting "get in line" to 855-792-9010 to activate my prescription(s) (QAnywhere)
 - b. Checking-in and getting a numbered ticket from the kiosk in the Main Pharmacy lobby (clinic)
 - c. Picking-up my refills from the Script Center kiosks located near the Satellite Pharmacy in the Base Exchange
 - d. Dropping off paper prescriptions in the drop boxes located inside the clinic and the Base Exchange near each pharmacy entrance
 - e. Calling-in refills to the automated refill phone system
 - f. Receiving text messages to tell me when my prescriptions are ready for pick-up
 - g. Disposing of expired or unused medications in the drop box located near the main pharmacy (clinic)

IF Q6 Response A selected, show Q7

7. How would you rate your experience using QAnywhere text-to-activate?
- a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair
 - e. Poor
8. How do you prefer to activate your new prescriptions?
- a. Speaking to a person on the phone
 - b. Texting "get in line" to 855-792-9010
 - c. Placing paper prescriptions in the drop boxes
 - d. Speaking to a person at the lobby window
9. Which of these factors is most important to you when choosing a pharmacy? Select ONE.
- a. Cost
 - b. Distance from home
 - c. Time spent waiting in line
 - d. Time spent waiting for my prescription(s) to be filled
 - e. Friendliness of the staff
 - f. Knowledge/Professionalism of the staff
10. Do you most often pick up refill prescriptions at the main pharmacy window or at the script center kiosk?
- a. Main pharmacy window
 - b. Script Center kiosk

IF Q10 Response A selected, show Q11

11. Which of the following most strongly influences your decision to pick up at the **main pharmacy window**?

- a. I don't want to use the Script Center Kiosk; I prefer to have a person help me.
- b. Accessing the clinic is more convenient than the Base Exchange.
- c. I want somewhere to sit down.
- d. I prefer pulling a ticket and getting called to the window.
- e. I didn't know that using the Script Center kiosk in the base exchange was an option.

IF Q10 Response B selected, show Q12

12. Which of the following most strongly influences your decision to pick up from the **Script Center kiosks** in the Base Exchange?

- a. I prefer not to have to deal with a person.
- b. Accessing the Base Exchange is more convenient than the clinic.
- c. I have other business in the exchange so it saves me a stop.
- d. I didn't know that picking up at the main pharmacy (clinic) window was an option.
- e. The script center lets me pick up my prescriptions when the pharmacy windows are closed (evenings and weekends).

13. How interested would you be in picking up your new prescriptions from the Script Center kiosks?

- a. Very interested
- b. Somewhat interested
- c. Not interested

END OF SURVEY FOR THOSE WHO CURRENTLY USE HILL AFB PHARMACY

IF answered NO to Q1, start here with Q14.

14. Have you used Hill Air Force Base Pharmacy in the past?

- a. Yes
- b. No – **IF Selected, go to Q19**

15. Which of the following best describes why you are not currently using Hill Air Force Base Pharmacy? (Select up to 3)

- a. I am not currently taking any prescription medications
- b. Lines are too long
- c. My medication(s) is not stocked at the pharmacy
- d. I live too far from the base
- e. The pharmacy staff was not friendly/helpful
- f. I don't like dealing with the gate to get on and off of the base
- g. Wait times are too long when they are filling my prescription(s)
- h. Parking is too difficult
- i. I don't like the facilities (seating, comfort, environment, etc.)
- j. Getting through to someone on the phone was too difficult

Any answer other than A to Q15, show Q16.

16. If there was significant improvement with this concern, how likely would you be to use Hill Air Force Base pharmacy services in the future?

- a. Extremely likely
- b. Somewhat likely
- c. Not Sure
- d. Not Very likely

17. Which of these factors is most important to you when choosing a pharmacy? Select ONE.

- a. Cost
- b. Distance from Home
- c. Time spent waiting in line
- d. Time spent waiting for my prescription(s) to be filled
- e. Friendliness of the staff
- f. Knowledge/Professionalism of the staff

18. Which of the following services offered by Hill Air Force Base Pharmacy have you used at least once (check all that apply)

- a. Texting "get in line" to 855-792-9010 to activate my prescriptions (QAnywhere)
- b. Checking in and getting a numbered ticket from the kiosk in the main pharmacy lobby (clinic)
- c. Picking up my refills from the Script Center kiosks located near the satellite pharmacy in the base exchange
- d. Dropping off paper prescriptions in the drop boxes located inside the clinic and the base exchange near each pharmacy entrance
- e. Calling in refills to the automated refill phone system
- f. Receiving text messages to tell me when my prescriptions are ready for pick up
- g. Disposing of expired or unused medications in the drop box located near the main pharmacy (clinic)

IF answered NO to Q14, continue here.

19. Are you aware that Tricare beneficiaries are not charged a copay for any prescription filled at Hill Air Force Base Pharmacy?

- a. Yes
- b. No

20. Which of these factors is most important to you when choosing a pharmacy?

- a. Cost
- b. Distance from Home
- c. Time spent waiting in line
- d. Time spent waiting for my prescription(s) to be filled
- e. Friendliness of the staff (customer service)
- f. Knowledge/Professionalism of the staff

21. What is your perception of the service provided at Hill Air Force Base Pharmacy?

- a. I've heard it is amazing
- b. I've heard it is ok
- c. I haven't heard anything about it
- d. I've heard it is not very good
- e. I've heard it is terrible

22. Where did you hear about our service? Select all.

- a. Friends/Family
- b. Facebook
- c. Google Reviews
- d. At work

23. How many prescription medications do you take regularly?

- a. None
- b. 1-3
- c. 4-6
- d. 7-9
- e. 10 or more

24. Which of the following services offered by Hill Air Force Base Pharmacy have you heard about?

Select all.

- a. Texting "get in line" to 855-792-9010 to activate my prescriptions (QAnywhere)
- b. Checking-in and getting a numbered ticket from the kiosk in the main pharmacy lobby (clinic)
- c. Picking-up my refills from the Script Center kiosks located near the satellite pharmacy in the base exchange
- d. Dropping off paper prescriptions in the drop boxes located inside the clinic and the base exchange near each pharmacy entrance
- e. Calling in refills to the automated refill phone system
- f. Receiving text messages to tell me when my prescriptions are ready for pick up
- g. Disposing of expired or unused medications in the drop box located near the main pharmacy (clinic)