

Your opinion matters. At Sacred Heart Urgent Care, we strive for patient service excellence by reviewing how we can change the way we do things to meet our patient's needs. We need your feedback to be able to review our systems and services. Please take five minutes of your time to answer the survey's questions, secure with tape and drop the postage paid survey in the mail or fax to (850) 434-7425. THANK YOU FOR YOUR TIME.

**Is this your first visit to Urgent Care?**

Yes

No

**Access of Care**

**Very Satisfied**

**Satisfied**

**Very Dissatisfied**

1. Wait time between taking a number or signing in and my interview with front desk.






2. Wait time between interview with front desk and discharge.






3. Clinic location is convenient.






4. Clinic parking is convenient.






**Communication**

1. Amount of time you had with your doctor.






2. After seeing doctor, I understood my problem, treatment plan and what happens next.






3. Questions were answered to my satisfaction.






4. Staff was friendly and helpful.






**Quality of Service**

1. Nurse met my needs.






2. Outcomes of your medical care.






3. Cleanliness and appearance of clinic.






**Overall Satisfaction**

1. Overall, how would you rate the health care provided by the clinic?

**Excellent**

**Good**

**Fair**

**Poor**

2. Would you recommend the Urgent Care clinic to your employer, friends and/or family?

**Definitely Yes**

**Probably Yes**

**Probably No**

**Definitely No**

**Comments:**

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**Sacred Heart Occupational Health Strategies**



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