

Customer Satisfaction Survey

1) How would you rate your level of satisfaction with our laboratory's customer service?

- ☐ Very satisfied—no improvement necessary
- ☐ Satisfied—needs minor improvement
- ☐ Dissatisfied—needs a few improvements
- ☐ Very dissatisfied—needs considerable improvements

2) How would you rate your interactions with our laboratory's employees?

- ☐ Very satisfied—always friendly and helpful, tend to go the extra mile
- ☐ Satisfied—mostly friendly and helpful
- ☐ Dissatisfied—often abrupt and appear unconcerned
- ☐ Very dissatisfied—unfriendly and unhelpful

3) How would you rate the overall quality of your relationship with our laboratory?

- ☐ Excellent
- ☐ Good
- ☐ fair
- ☐ Poor

4) Please list one aspect of customer service you wish our laboratory would improve.

Nursing-specific questions

1) Do you receive adequate feedback when there is a problem with a specimen?

- ☐ Yes
- ☐ No
- ☐ If no, please explain:

2) Is laboratory staff available and helpful?

- ☐ Yes
- ☐ No
- ☐ If no, please explain: