



Flow Cytometry Laboratory

7703 Floyd Curl Drive

San Antonio, Tx. 78229

## Customer Satisfaction Survey

Dear UTHSCSA **Flow Cytometry Laboratory** User:

As a College of American Pathologist (CAP) accredited Laboratory, the UTHSCSA Flow Cytometry Laboratory is sending this survey to our client as an aid in our quality assurance and as a measure of customer satisfaction.

We would appreciate you taking a few moments to answer the following questions. Your feedback is essential in helping us provide the best service possible.

1. Are your phone calls answered courteously and returned promptly? \_\_\_Yes \_\_\_No
2. Are the UTHSCSA Flow Cytometry's turnaround times to your satisfaction? \_\_\_Yes \_\_\_No
3. Were the Leukemia/Lymphoma patients reports called and/or faxed in a timely manner? \_\_\_Yes \_\_\_No
4. Are the patient results, interpretations and comments provided on the Flow Cytometry's final report easy to follow and understand? \_\_\_Yes \_\_\_No
5. Would you recommend our services to others? \_\_\_Yes \_\_\_No (if No, Please explain)

Please feel free to make any comments or recommendations regarding the service that the UTHSCSA Flow Cytometry Lab provides:

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Thank You For Your Participation

Please fax completed survey to (210)-567-6322 Questions or Comments call (210)-567-4096