

# Customer Service Satisfaction Survey

### Please take a moment to complete our Customer Service Satisfaction Survey... We would love to hear from you!

The Hartford Hospital Quality Management Department is conducting this survey to assess patient satisfaction at the Imaging Center.

The data is compiled and a report is generated quarterly by the Quality Management Department and evaluated by the Imaging Center.

### **INTRUCTIONS:**

- 1) Print the survey form (found on the next page).
- 2) Fill out the survey as completely as possible.
- 3) Send your completed survey to us.

FAX: 860-545-1463

MAIL: The Imaging Center of Hartford Hospital Department of Radiology 80 Seymour Street P.O. Box 5037 Hartford, CT 06102

# NOTE:

If you would rather save postage fees and complete this survey online, you can do so at the following website address: www.harthosp.org/imaging/ImagingResources/PatientSatisfactionSurvey

# **IMPORTANT NOTICE:**

Information provided through this survey is confidential and anonymous. If you have a specific question or concern, please contact us directly through the telephone numbers provided on our website (www.harthosp.org/imaging).

#### Thank you for taking our patient satisfaction survey!

40884       O MRI O CT O Nuclear Medicine O Interventional Radiology O General Diagnostic/Fluoroscopy O Ultrasound O Mammography O BW2R O Bone Densitometry         Please fill in bubble like this (●).         1. Was your exam performed at the time of your appointment?       O Yes       O No       O Waited greater than 20 minutes         2. Did the staff treat you with courtesy and respect?       O Yes       O No       O Waited greater than 20 minutes         3. Was your exam explained to you in a way you could understand?       O Yes       O No         4. Did the staff listen carefully to you if you had a question or concern?       O Yes       O No         5. How did you hear about Hartford Hospital's Imaging Center?       O Yes       O No         6. How would you rate your overall experience at the Imaging Center at Hartford Hospital?       O Friend/Family O HH Website         6. How would you rate your overall experience at the Imaging Center at Hartford Hospital?       O Friend/Family O HH Website         7. Would you rate your overall experience at the Imaging Center at Hartford Hospital?       O Perionably Would O Probably Would Not         9. Definitely Would       O Probably Would O Probably Would Not       O Definitely Would Not         9. Definitely Would       O Probably Would O Probably Would Not       O Definitely Would Not         9. Bease share with us any positive comments or areas for improvement:       Please share with us any positive comments or areas for improvement: <th>• I<del>3.</del> 🚺</th> <th>IMAGING CENTER HARTFORD HOSPITAL</th> <th>Customer Service</th> <th>Satisfac</th> <th>ction Survey</th> <th></th>	• I <del>3.</del> 🚺	IMAGING CENTER HARTFORD HOSPITAL	Customer Service	Satisfac	ction Survey		
Please fill in bubble like this ( • ). 1. Was your exam performed at the time of your appointment? O Yes O No O Waited greater than 20 minutes 2. Did the staff treat you with courtesy and respect? O Yes O No 3. Was your exam explained to you in a way you could understand? O Yes O No 4. Did the staff listen carefully to you if you had a question or concern? O Yes O No 5. How did you hear about Hartford Hospital's Imaging Center? O Physician referral O Phone directory O Advertisement (radio/TV/newspaper) O Friend/Family O HH Website 6. How would you rate your overall experience at the Imaging Center at Hartford Hospital? O Excellent O Good O Fair O Poor O Very Poor 7. Would you recommend the Imaging Center of Hartford Hospital to others? O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not Is there anyone you would like to recognize for exceptional service?	40884	O MRI O CT O Nuclear Me	dicine O Interventional Ra	diology	O General Diagnostic	:/Fluoroscopy	
<ol> <li>Was your exam performed at the time of your appointment?</li> <li>Yes</li> <li>No</li> <li>Was your exam explained to you in a way you could understand?</li> <li>Yes</li> <li>No</li> <li>Was your exam explained to you in a way you could understand?</li> <li>Yes</li> <li>No</li> <li>Wes</li> <li>No</li> <li>Was your exam explained to you if you had a question or concern?</li> <li>Yes</li> <li>No</li> <li>Second the staff listen carefully to you if you had a question or concern?</li> <li>Yes</li> <li>No</li> <li>No</li> <li>How did you hear about Hartford Hospital's Imaging Center?</li> <li>O Physician referral</li> <li>O Phone directory</li> <li>Advertisement (radio/TV/newspaper)</li> <li>Friend/Family</li> <li>HH Website</li> <li>How would you rate your overall experience at the Imaging Center at Hartford Hospital?</li> <li>O Excellent</li> <li>O Good</li> <li>Fair</li> <li>O Poor</li> <li>Very Poor</li> <li>Would you recommend the Imaging Center of Hartford Hospital to others?</li> <li>O Definitely Would</li> <li>O Probably Would</li> <li>O Probably Would Not</li> <li>O Definitely Would Not</li> </ol>		O Ultrasound O Mammograp	hy O BW2R O Bone De	ensitometi	ry .		
<ul> <li>2. Did the staff treat you with courtesy and respect?</li> <li>2. Did the staff treat you with courtesy and respect?</li> <li>3. Was your exam explained to you in a way you could understand?</li> <li>4. Did the staff listen carefully to you if you had a question or concern?</li> <li>5. How did you hear about Hartford Hospital's Imaging Center?</li> <li>6. How would you rate your overall experience at the Imaging Center at Hartford Hospital?</li> <li>6. How would you rate your overall experience at the Imaging Center at Hartford Hospital?</li> <li>7. Would you recommend the Imaging Center of Hartford Hospital to others?</li> <li>6. Definitely Would O Probably Would O Probably Would Not</li> <li>7. Bere anyone you would like to recognize for exceptional service?</li> </ul>	Please fill in bubble like this (	▶ ).					
<ul> <li>3. Was your exam explained to you in a way you could understand?</li> <li>Yes O No</li> <li>4. Did the staff listen carefully to you if you had a question or concern?</li> <li>Yes O No</li> <li>5. How did you hear about Hartford Hospital's Imaging Center?</li> <li>O Physician referral O Phone directory O Advertisement (radio/TV/newspaper) O Friend/Family O HH Website</li> <li>6. How would you rate your overall experience at the Imaging Center at Hartford Hospital?</li> <li>O Excellent O Good O Fair O Poor O Very Poor</li> <li>7. Would you recommend the Imaging Center of Hartford Hospital to others?</li> <li>O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not</li> </ul>	1. Was your exam performed at the time of your appointment?			<b>O</b> No	O Waited greater th	an 20 minutes	
<ul> <li>4. Did the staff listen carefully to you if you had a question or concern? O Yes O No</li> <li>5. How did you hear about Hartford Hospital's Imaging Center? O Physician referral O Phone directory O Advertisement (radio/TV/newspaper) O Friend/Family O HH Website</li> <li>6. How would you rate your overall experience at the Imaging Center at Hartford Hospital? O Excellent O Good O Fair O Poor O Very Poor</li> <li>7. Would you recommend the Imaging Center of Hartford Hospital to others? O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not</li> <li>Is there anyone you would like to recognize for exceptional service?</li> </ul>	2. Did the staff treat you with courtesy and respect?			O No			
<ul> <li>5. How did you hear about Hartford Hospital's Imaging Center?</li> <li>O Physician referral O Phone directory O Advertisement (radio/TV/newspaper) O Friend/Family O HH Website</li> <li>6. How would you rate your overall experience at the Imaging Center at Hartford Hospital?</li> <li>O Excellent O Good O Fair O Poor O Very Poor</li> <li>7. Would you recommend the Imaging Center of Hartford Hospital to others?</li> <li>O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not</li> <li>Is there anyone you would like to recognize for exceptional service?</li> </ul>	3. Was your exam explained to you in a way you could understand?			O No			
<ul> <li>O Physician referral O Phone directory O Advertisement (radio/TV/newspaper) O Friend/Family O HH Website</li> <li>6. How would you rate your overall experience at the Imaging Center at Hartford Hospital? O Excellent O Good O Fair O Poor O Very Poor</li> <li>7. Would you recommend the Imaging Center of Hartford Hospital to others? O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not</li> <li>Is there anyone you would like to recognize for exceptional service?</li> </ul>	4. Did the staff listen carefully to you if you had a question or concern? O Yes O No						
O Excellent O Good O Fair O Poor O Very Poor 7. Would you recommend the Imaging Center of Hartford Hospital to others? O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not Is there anyone you would like to recognize for exceptional service?							
O Definitely Would O Probably Would O Probably Would Not O Definitely Would Not Is there anyone you would like to recognize for exceptional service?							
Please share with us any positive comments or areas for improvement:	Is there anyone you would like	to recognize for exceptional service	?				
These share with as any positive continents of areas for improvement.							

Phone:

(Optional): Name:\_\_\_\_\_ Phone Quality Management - Hartford Hospital - 2007