

Patient Satisfaction Survey FA 13

Page - Patient Satisfaction Survey SP 13

Q1 Age:

[Code = 1] [Textbox - Numeric]

Required answers: 0 Allowed answers: 1

Q2 Sex:

Male[Code = M]

Female[Code = F]

Transgender[Code = T]

Required answers: 0 Allowed answers: 1

Q3 Ethnicity:

African-American/Black[Code = 1]

American Indian or Alaskan Native[Code = 2]

Asian American/Asian[Code = 3]

Caucasian/White[Code = 4]

Hispanic/Latino/a[Code = 5]

Native-Hawaiian or Pacific Islander[Code = 6]

Other[Code = 7] [Textbox]

Required answers: 0 Allowed answers: 1

Q4 Indicate your primary affiliation with the University of Utah:

Undergraduate student[Code = 1]

Graduate/professional student[Code = 2]

Spouse of a student[Code = 3]

International Student[Code = 5]

U.S. Veteran[Code = 6]

Other[Code = 4]

Required answers: 0 Allowed answers: 1

Q5 What, if any, health insurance do you have?

GM Southwest (student health insurance)[Code = 1]

Other insurance[Code = 2]

No insurance (self pay)[Code = 3]

Required answers: 0 Allowed answers: 1

Q6 What was the purpose of your most recent visit?

Regular check-up/wellness care[Code = 1]

One-time injury or illness[Code = 2]

Lab work[Code = 3]

Vaccinations[Code = 4]

Travel Clinic[Code = 5]

Other[Code = 6] [Textbox]

Required answers: 0 Allowed answers: 6

Q7 Including your most recent visit, how many times have you been seen at the Student Health Center?

[Code = 1] [Textbox - Numeric]

Required answers: 0 Allowed answers: 1

Q8 The length of time between requesting my appointment and my visit was reasonable.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q9 When making my appointment, the staff was professional, courteous, and attentive.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q10 The front desk check-in process was efficient.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q11 Adequate explanations were given to me about insurance and billing policies when checking in.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q12 I felt that my privacy and confidentiality were respected and protected during check-in.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q13 The Nursing staff was professional, courteous, and attentive.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q14 The Nursing Staff washed/sanitized their hands prior to any interactions with me (ie, taking my blood pressure, drawing blood, giving me a shot).

Yes[Code = 1]

No[Code = 2]

Unsure[Code = 3]

Required answers: 0 Allowed answers: 1

Q15 The Provider was professional, courteous, and attentive.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q16 The Provider washed/sanitized their hands prior to examining me.

Yes[Code = 1]

No[Code = 2]

Unsure[Code = 3]

Required answers: 0 Allowed answers: 1

Q17 The Provider listened carefully to my concerns and I was satisfied with the advice and explanations that were given.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q18 Overall, I had a positive experience at the Student Health Center.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q19 I would recommend the Student Health Center to my peers.

Strongly Agree[Code = 5] [Numeric Value = 5]

Agree[Code = 4] [Numeric Value = 4]

Neutral[Code = 3] [Numeric Value = 3]

Disagree[Code = 2] [Numeric Value = 2]

Strongly Disagree[Code = 1] [Numeric Value = 1]

Required answers: 0 Allowed answers: 1

Q20 Have you ever used the Student Health Center website as a resource for frequently asked questions or information about your services? If yes, any suggestions for improvement?

Yes (suggestions for improvement)[Code = 1] [Textbox]

No[Code = 2]

Required answers: 0 Allowed answers: 1

Q21 If given the opportunity for free counseling, would you be interested in meeting with a Health Educator to further discuss health concerns such as smoking, diet and nutrition, birth control, sexual health, or body image? If yes, what topics would be of interest to you?

Yes (please explain)[Code = 1] [Textbox]

No[Code = 2]

Required answers: 0 Allowed answers: 1

Q22 Please list any other comments or suggestions for improvement of the Student Health Center.

[Code = 1] [Textbox]

Required answers: 0 Allowed answers: 1

Next Page: Sequential