

Patient Perception Survey

Description: Patient Perception Survey - WEB - July 2006

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We are committed to providing you with both high-quality care and a caring environment. We are also committed to improving all aspects of the work we do. To help us improve our services, we need your feedback. Please assist us by completing this survey. All information will be held in the strictest confidence. If you have had more than one visit to Student Health in the past six months, please comment on your most recent visit.

Required answers: 0 Allowed answers: 1

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Q1 Was this your first visit to the Student Health Center?

Yes [Code = 1]

No [Code = 2]

Required answers: 1 Allowed answers: 1

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Q2 What was the purpose for your most recent visit? (Check all that apply)

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

One time injury/illness or checkup of that problem [Code = 2]

Lab work [Code = 3]

X-rays [Code = 4]

Vaccinations [Code = 5]

Travel clinic [Code = 6]

Other (please specify) [Code = 7] [TextBox]

Required answers: 1 Allowed answers: 7

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Q3 Which health care provider did you see during your most recent visit?

Aymi Bennhoff [Code = 1]

Amy Cutting [Code = 2]

Vicki Judd [Code = 3]

Tek Kilgore [Code = 4]

Sue Kirby [Code = 5]

Suzanne Martin [Code = 6]

Dave Petron [Code = 7]

Barry Stults [Code = 8]

Nursing services only [Code = 9]

I cannot remember. [Code = 10]

Required answers: 1 Allowed answers: 1

Q4 Did you have any difficulties in accessing the Student Health Center?

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

No [Code = 2]

Required answers: 1 Allowed answers: 1

Please indicate your level of agreement with the following statements regarding: Appointment availability

Q5 Making an appointment was easy.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q6 The receptionist was courteous, attentive, and professional.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q7 The length of time between requesting my appointment and my visit was reasonable.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q8 How long did you wait between requesting your appointment and your visit?

No time - I was a walk-in patient. [Code = 1]

No time - I scheduled an appointment the same day. [Code = 2]

1 day [Code = 3]

2 days [Code = 4]

3 days [Code = 5]

4 days [Code = 6]

5+ days [Code = 7]

Required answers: 1 Allowed answers: 1

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Q9 Please indicate any suggestions to improve the availability of, or the process of making an appointment.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements regarding:Waiting time

Q10 The length of time spent waiting in the reception/waiting room was reasonable.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q11 The length of time spent waiting in the exam/treatment room was reasonable.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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Please indicate how many minutes you waited in the following rooms:

Q12 Reception/waiting room

Less than 5 [Code = 1]

5 - 9 [Code = 2]

10 - 14 [Code = 3]

15 - 19 [Code = 4]

20+ [Code = 5]

Required answers: 1 Allowed answers: 1

Q13 Exam/treatment room

Less than 5 [Code = 1]

5 - 9 [Code = 2]

10 - 14 [Code = 3]

15 - 19 [Code = 4]

20+ [Code = 5]

Required answers: 1 Allowed answers: 1

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Q14 Please indicate any suggestions you have to improve Student Health Center waiting time.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements regarding: Check-in process and aesthetics

Q15 The check-in process was efficient.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q16 I felt that my personal privacy and confidentiality were respected and protected during check-in.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q17 The reception/waiting room was clean.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q18 The examination/treatment room was clean.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q19 The restroom was clean.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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Q20 Please indicate any suggestions you have to improve Student Health Center check-in/physical facilities.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements regarding:Caregivers

Q21 The nursing staff was courteous, attentive, and professional.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q22 The health care provider was courteous, attentive, and professional.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q23 I was involved in decisions aboutmy care.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q24 My tests/treatments were explained adequately.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q25 I felt enough time was spent with me.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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Q26 How many minutes did you spend with your health care provider?

Less than 5 minutes [Code = 1]

5 - 9 minutes [Code = 2]

10 - 14 minutes [Code = 3]

15 - 19 minutes [Code = 4]

20+ minutes [Code = 5]

Required answers: 1 Allowed answers: 1

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Q27 Please indicate any suggestions you have to improve health care provider practices.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Q28 Did you use the lab services?

Yes (Go To Page 18) [Code = 1]

No (Go To Page 21) [Code = 2]

Required answers: 1 Allowed answers: 1

Next Page: Conditional

Please indicate your level of agreement with the following statements regarding: Lab services

Q29 The lab staff was courteous, attentive, and professional.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q30 The length of time I spent waiting for lab services was reasonable.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q31 Explanation of my test(s) was adequate.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q32 Explanation of how to obtain test results was adequate.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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Q33 How many minutes did you wait for lab services?

Less than 5 minutes [Code = 1]

5 - 9 minutes [Code = 2]

10 - 14 minutes [Code = 3]

15 - 19 minutes [Code = 4]

20+ minutes [Code = 5]

Required answers: 1 Allowed answers: 1

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Q34 Please indicate any suggestions you have to improve lab services.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Q35 Did you use the X-Ray services?

Yes (Go To Page 22) [Code = 1]

No (Go To Page 25) [Code = 2]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements regarding: X-Ray services

Q36 Finding the X-ray (Radiology) Department was easy.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q37 The X-ray technician was courteous, attentive, and professional.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q38 The length of time spent waiting for service was reasonable.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q39 The purpose and process of my X-rays were explained adequately.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q40 The way to obtain my X-ray results was explained adequately.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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Q41 How many minutes did you wait for X-ray services?

Less than 5 minutes [Code = 1]

5 - 9 minutes [Code = 2]

10 - 14 minutes [Code = 3]

15 - 19 minutes [Code = 4]

20+ minutes [Code = 5]

Required answers: 1 Allowed answers: 1

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Q42 Please indicate any suggestions to improve radiology services.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Q43 Did you use the Pharmacy services?

Yes (Go To Page 26) [Code = 1]

No (Go To Page 29) [Code = 2]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements regarding: Pharmacy

Q44 The pharmacy was easy to find.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q45 The pharmacist was courteous, attentive, and professional.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

Q46 The length of time spent waiting for my prescription was reasonable.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

N/A [Code = 0]

Required answers: 1 Allowed answers: 1

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Q47 How many minutes did you wait for your prescription?

Less than 5 minutes [Code = 1]

5 - 9 minutes [Code = 2]

10 - 14 minutes [Code = 3]

15 - 19 minutes [Code = 4]

20+ minutes [Code = 5]

Required answers: 1 Allowed answers: 1

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Q48 Please indicate any suggestions you have to improve pharmacy services.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Please indicate your level of agreement with the following statements regarding: The Student Health Center

Q49 Overall, I had a positive experience at the Student Health Center.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

Q50 I will recommend the Student Health Center to others.

5 Strongly Agree [Code = 5]

4 Agree [Code = 4]

3 Neutral [Code = 3]

2 Disagree [Code = 2]

1 Strongly Disagree [Code = 1]

Required answers: 1 Allowed answers: 1

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Q51 Please provide any additional feedback regarding the Student Health Center.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Q52 Gender:

Male [Code = 1]

Female [Code = 2]

Other (please specify) [Code = 3] [TextBox]

Required answers: 1 Allowed answers: 1

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Q53 Age:

Under 18 [Code = 1]

19 - 22 [Code = 2]

23 - 26 [Code = 3]

27 - 30 [Code = 4]

31 - 35 [Code = 5]

36 - 40 [Code = 6]

41+ [Code = 7]

Required answers: 1 Allowed answers: 1

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Q54 Race/ethnicity: (Check all that apply)

Asian/Asian American [Code = 1]

Black/African American [Code = 2]

Caucasian/Northern European [Code = 3]

Hispanic/Latino(a) [Code = 4]

Native American/Native Alaskan [Code = 5]

Pacific Islander [Code = 6]

Other (please specify) [Code = 7] [TextBox]

Required answers: 1 Allowed answers: 7

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Q55 Affiliation with the University of Utah:

Freshman student [Code = 1]

Sophomore student [Code = 2]

Junior student [Code = 3]

Senior student [Code = 4]

Graduate or professional school student [Code = 5]

Faculty [Code = 6]

Staff [Code = 7]

Spouse of student [Code = 8]

Partner of student [Code = 9]

Child of student [Code = 10]

Other (please specify) [Code = 11] [TextBox]

Required answers: 1 Allowed answers: 1

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Q56 Current relationship status:

Single [Code = 1]

Domestic partnership [Code = 2]

Married [Code = 3]

Separated [Code = 4]

Divorced [Code = 5]

Widowed [Code = 6]

Required answers: 1 Allowed answers: 1

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Q57 Where is your place of permanent residence?

In-state (Go To Page 39) [Code = 1]

Out of state (inside US) (Go To Page 37) [Code = 2]

Out of state (outside US) (Go To Page 38) [Code = 3]

Required answers: 1 Allowed answers: 1

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Q58 Please indicate your state of permanent residence.

Alabama

Alaska

Arizona

Arkansas

California

Colorado

Connecticut

Delaware

Florida

Georgia

Hawaii

Idaho

Illinois

Indiana

Iowa

Kansas

Kentucky

Louisiana

Maine

Maryland

Massachusetts

Michigan

Minnesota

Mississippi

Missouri

Montana

Nebraska

Nevada

New Hampshire

New Jersey

New Mexico

New York

North Carolina

North Dakota

Ohio

Oklahoma

Oregon

Pennsylvania

Rhode Island

South Carolina

South Dakota

Tennessee

Texas

Utah

Vermont

Virginia

Washington

Washington DC

West Virginia

Wisconsin

Wyoming

Required answers: 1 Allowed answers: 1

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Q59 Please indicate your permanent country of residence.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Q60 Please indicate your local zip code.

Please enter text below: [Code = 1] [TextBox]

No Response [Code = 0]

Required answers: 1 Allowed answers: 1

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Q61 What was your mode of transportation to the Student Health Center on the day of your visit? (Check all that apply)

Car [Code = 1]

Foot [Code = 2]

Bicycle [Code = 3]

Municipal bus [Code = 4]

Campus shuttle [Code = 5]

TRAX [Code = 6]

Other (please specify) [Code = 7] [TextBox]

Required answers: 1 Allowed answers: 7

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