



In order to continuously improve our clinic, please take a few minutes to answer some questions. This will help us to make changes to our clinic to better serve you.

Please answer the questions to reflect your **overall** impression of Champions Urgent Care ...not just today's visit. Please circle one option to each corresponding question or check the selected box if provided.

The survey is anonymous. Just place it in the designated box at the **front desk**.

We appreciate your time to help us.

1. How do you rate the convenience of the clinic's location?

Very poor Poor Average Good Very Good Excellent

2. How do you rate the clinic's hours of operation?

Very poor Poor Average Good Very Good Excellent

3. What length of time did you wait to be seen?

- No Wait
- 10 minutes
- 20 minutes
- 30 Minutes
- Over 30 minutes

Do you find this to be: Acceptable Unacceptable

4. Please rate the cleanliness and appearance of the:

Waiting Room: Very poor Poor Average Good Very Good Excellent

Exam Room: Very poor Poor Average Good Very Good Excellent

5. Please rate your experience during this visit with any of the following staff with whom you have interacted:

Front Desk: Very poor Poor Average Good Very Good Excellent

DR/NP/PA: Very poor Poor Average Good Very Good Excellent

6. During your visit in the exam room, how do you rate:

How thoroughly the healthcare professional asked about your symptoms and how you are feeling?

Very poor Poor Average Good Very Good Excellent

How the healthcare professional listened to you?

Very poor Poor Average Good Very Good Excellent

How the healthcare professional explained treatment/diagnosis to your satisfaction?

Very poor Poor Average Good Very Good Excellent

The amount of time the healthcare professional spent with you?

Very poor Poor Average Good Very Good Excellent

The healthcare professional's bedside manner?

Very poor Poor Average Good Very Good Excellent

7. After your visit, did you generally feel you understood how to take care of your problem or illness?

Yes No

8. Overall, how would you rate your visit to Champions Urgent Care?

Very poor Poor Average Good Very Good Excellent

9. How likely are you to recommend our clinic to people you know?

- Not likely
- Slightly likely
- Moderately likely
- Very likely
- Extremely likely

Other comments/suggestions: