



Dear Submitter:

Please take a moment to help us improve our DSHS Laboratory service by completing the Laboratory Client Satisfaction Survey by August 23, 2010. Your feedback is important to us. Your responses will help us to address any issues that you may have as well as to better our service to meet your needs. Your responses will be kept confidential and will not be used for any purpose other than research conducted by the DSHS Laboratory Services Section. It will take approximately five minutes to complete the questionnaire and is posted on the internet at http://surveys.questionpro.com/akira/TakeSurvey?id=1746772.

If you do not have access to the internet, you may complete this paper copy and send it in either with your specimen submissions, by fax, or by email to:

Attn: Susan Hoffpauir
Fax: (512) 458-7294
E-Mail: LabInfo@dshs.state.tx.us

Thank you very much for your time and support.

LABORATORY CLIENT SATISFACTION SURVEY

Submitter Background Information:

Name of Submitter and Submitter ID (optional):

1. Describe your facility

- Hospital
Clinic
Rural Health Department
Other

2. What type of specimens do you submit?

- Newborn Screening Cards (NBS)
THSteps specimens (THS)
Other
Microbiology
Serology

Service Quality

3. How would you rate the friendliness and courtesy of our DSHS Laboratory Staff?

- Highly satisfied
Somewhat satisfied
Neutral
Somewhat dissatisfied
Highly dissatisfied



TEXAS DEPARTMENT OF STATE HEALTH SERVICES

Laboratory Services Section MC 1947
 P.O. Box 149347 • Austin, Texas 78714-9347 •

July
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4. Does the Laboratory provide timely results?

- Yes
- No ... If No, explain:

5. How do you rate our Laboratory on the following attributes?

	Well Below Average	Below Average	Average	Above Average	Well Above Average
Response to problems or questions	<input type="checkbox"/>				
Accuracy and legibility of reports	<input type="checkbox"/>				
Ease of interpreting reports	<input type="checkbox"/>				
Quality of test results	<input type="checkbox"/>				
Cost of services	<input type="checkbox"/>				
Range of services	<input type="checkbox"/>				

6. Are you satisfied with the available information regarding collection and shipping of samples to be tested by DSHS Laboratory?

- Yes
- No ... If No, explain:

7. How would you rate overall satisfaction of DSHS Laboratory Services?

- Highly satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Highly dissatisfied

Thank you for completing the survey!