

Client Satisfaction Inquiry

- Your input is vital to our success in providing the best possible genetic services!
- We invite you to help us understand our strengths and areas needing improvement by answering just a few questions below.
- It should take less than one minute of your time.

SELECT YOUR LEVEL OF SATISFACTION WITH OUR SERVICES LISTED BELOW:

	Poor	Needs Improvement	Satisfactory	Above Average	Excellent	Not Applicable
Staff are courteous and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The test menu meets the majority of my patients' needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test results are communicated in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Results and accompanying interpretations are informative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services provided are of high quality.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laboratory directors are accessible to discuss patient results and testing needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANK YOU for your time!

Questions or concerns should be directed to - Diane Pickering, Laboratory Manager
 • Phone 402-559-5070
 • Dlpicker@unmc.edu

Submit questionnaire -

• **Postal Mail**

Human Genetics Laboratory
 985440 Nebraska Med Ctr
 Omaha NE 68198-5440

• **Fax**

402-559-7248

• **Email**

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