

Children's Health System Access Center Report Card

Here at Children's Health System, we want to be absolutely certain that your child's needs are being met to their fullest potential. Our doctors and staff want our patients to leave feeling like they got the highest quality of care.

This is your chance to "grade" the Access Center staff, and provide direct input into how we can serve you better. Please take a few minutes to fill out our "Report Card." For your convenience, you may drop it in the "Report Card Box" where you registered. These boxes can only be opened by the Access Center Supervisor.

Your name will not be recorded and your comments/suggestions will be kept strictly confidential. They will, however, be used to better serve you in the future. You may also receive a phone call from the hospital asking your opinion of your overall experience while at our facility. Thank you for taking the time to complete this survey.

What's our grade?

A=Excellent B=Good C=Average
D=Poor F=Failing

Please place a check mark or an "X" in the appropriate box.

	A	B	C	D	F
Length of time to get registered					
Caring and compassion of the registration staff					
Communication during the registration process					
Friendliness and courtesy of registration staff					
Registration staff's responsiveness to your requests					

Your comments matter!

Please share any additional information you would like. Remember this information is confidential and will be used to improve the registration process.

Are there any specific changes we can make that would improve our service for you and future patients?

Was there anyone that deserved special recognition? What did they do to make you and your child's visit a good experience?

Which service did you see today?

OPTIONAL:

Name: _____

Today's Date: _____