



Molecular Diagnostics Laboratory
Department of Pathology
Customer Satisfaction Survey

Dear **Molecular Diagnostics Lab** User:

As a College of American Pathologist (CAP) accredited laboratory, we are sending this periodic survey to our clients as a measure of customer satisfaction and an aid in our quality assurance and improvement program. Your feedback is essential in helping us provide you with the best service possible.

Please check our web site at <http://pathology.uthscsa.edu/str1/molecular/index.shtml> for the test menu and requisition.

We would appreciate you taking a few moments to answer these questions. Please feel free to make any comments or recommendations regarding the service we provide.

1. Are your phone calls handled courteously and returned promptly?
Yes_____ No_____

2. Are your inquiries (specimen, test, result, etc.) answered to your satisfaction? Yes_____ No_____

3. Do you feel that the Molecular Diagnostics Laboratory requisition is easy to use and provides enough information for the submission of specimens to our lab? Yes_____ No_____

4. Are the patient results, interpretations and comments provided on the Molecular Diagnostic Laboratory report, easy to follow/understand and complete? Yes_____ No_____

5. Are turnaround times satisfactory for patient management?
Yes_____ No_____

6. Do you feel our prices are competitive?
Yes_____ No_____

7. Are you satisfied with the menu of testing we offer?
Yes_____ No_____

8. I would like your lab to offer these tests: _____



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Comments/Recommendations _____

Optional

Name: _____
Address: _____

Phone: _____
Email: _____

THANK YOU!

Please return the survey by faxing or e-mailing to the below:

Fax to: (210) 567-0023

or

E-mail to: vadlamudik@uthscsa.edu

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San Antonio, TX 78229-3900**

For more information call (210) 567-4102