

CONCERN® SERVICES ACCESS SATISFACTION SURVEY

Appt Date: _____

Company/Employer: _____

Appt Time: _____

Location: _____

Clinician: _____

How satisfied were you with your ability to access CONCERN's services, specifically:	Completely Satisfied ☺	Mostly Satisfied	Moderately Satisfied ☺	Mostly Dissatisfied	Completely Dissatisfied ☹
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	CONCERN Staff	Counselor's Staff	CONCERN Staff	Counselor's Staff	CONCERN Staff	Counselor's Staff	CONCERN Staff	Counselor's Staff	CONCERN Staff	Counselor's Staff
• The way your initial phone contact was handled?	5	5	4	4	3	3	2	2	1	1
• The promptness of your first appointment?	N/A	5	N/A	4	N/A	3	N/A	2	N/A	1
• The ease of scheduling your first appointment?	N/A	5	N/A	4	N/A	3	N/A	2	N/A	1
• The convenience of the office location?	N/A	5	N/A	4	N/A	3	N/A	2	N/A	1
Overall, how satisfied were you with your ability to access CONCERN's services?	5	5	4	4	3	3	2	2	1	1

• How many days after you called was your first appointment?	0-2 days	3-5 days	6-9 days	10-19 days	20-29 days	Over 30 days
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Please note any comments you would like to make regarding your satisfaction with accessing services.

Thank you for providing this information.

**Please fax to: 513-891-0838 or
mail to CONCERN Services, 11121 Kenwood Rd, Cincinnati, OH 45242**