

Customer Satisfaction Survey for RTA Pediatric Care

1. Home Health Equipment Satisfaction Survey

Introduction: Thank you for choosing RTA Pediatric Care. We value your feedback and aim to improve our services. Please take a moment to complete this survey regarding the home health equipment provided.

Survey Questions:

1. How satisfied are you with the variety of home health equipment available?
 - ☐ Very Satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Unsatisfied
 - ☐ Very Unsatisfied
2. How would you rate the quality of the equipment provided?
 - ☐ Excellent
 - ☐ Good
 - ☐ Fair
 - ☐ Poor
3. Were the instructions for use clear and easy to understand?
 - ☐ Yes
 - ☐ No
4. How satisfied are you with the timeliness of the equipment delivery?
 - ☐ Very Satisfied
 - ☐ Satisfied
 - ☐ Neutral
 - ☐ Unsatisfied
 - ☐ Very Unsatisfied
5. Would you recommend our home health equipment to others?
 - ☐ Yes
 - ☐ No
6. Additional comments or suggestions:

2. Education Satisfaction Survey

Introduction: At RTA Pediatric Care, we strive to ensure that families are well-informed about the care and equipment for their children. Please share your thoughts on our educational resources and training.

Survey Questions:

1. How would you rate the quality of the educational materials provided?
 - ☐ Excellent
 - ☐ Good
 - ☐ Fair
 - ☐ Poor
2. Did the training session(s) meet your expectations?
 - ☐ Yes
 - ☐ No
3. How helpful was the staff in answering your questions during the training?
 - ☐ Very Helpful
 - ☐ Somewhat Helpful
 - ☐ Not Helpful
4. How confident do you feel in using the equipment based on the education you received?
 - ☐ Very Confident
 - ☐ Confident
 - ☐ Neutral
 - ☐ Not Confident
5. What topics would you like more information on?

6. Additional comments or suggestions:

3. Services Satisfaction Survey

Introduction: We appreciate your feedback on our overall services at RTA Pediatric Care. Your insights will help us enhance our offerings.

Survey Questions:

1. How satisfied are you with the overall service experience?
 - ☐ Very Satisfied
 - ☐ Satisfied

- ☐ Neutral
- ☐ Unsatisfied
- ☐ Very Unsatisfied

2. How would you rate the professionalism of our staff?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

3. Were your needs addressed in a timely manner?

- ☐ Yes
- ☐ No

4. How likely are you to use our services again in the future?

- ☐ Very Likely
- ☐ Likely
- ☐ Neutral
- ☐ Unlikely
- ☐ Very Unlikely

5. Would you recommend RTA Pediatric Care to others?

- ☐ Yes
- ☐ No

6. Additional comments or suggestions: