

AVC Diagnostic Services Client Survey

Reset Form

Check all applicable Laboratory areas that you have received service from in the last 12 months;

Bacteriology *Clinical Pathology* *Histology* *Parasitology* *VLA-QAP*
Post Mortem *Regional Diagnostic Virology Services* *Toxicology and Analytical Services*

Please answer the following questions using a scale of 1 to 5 where 1 represents "Strongly Disagree" and 5 represents "Strongly Agree." **We kindly ask that you provide a reason and contact information for any answers of 3 or below in the box for question 14 so we may serve you better.**

- | | 1 | 2 | 3 | 4 | 5 |
|--|-----|----|---|---|---|
| 1. AVC Diagnostic Services customer service is satisfactory. | 1 | 2 | 3 | 4 | 5 |
| 2. Employees are helpful and courteous. | 1 | 2 | 3 | 4 | 5 |
| 3. The turnaround time for test results is satisfactory. | 1 | 2 | 3 | 4 | 5 |
| 4. Test reports are complete and easy to understand. | 1 | 2 | 3 | 4 | 5 |
| 5. I have a high degree of confidence in the test results. | 1 | 2 | 3 | 4 | 5 |
| 6. When I have questions about a case or test results, it is easy to contact the appropriate lab unit/ diagnostician for consultation. | 1 | 2 | 3 | 4 | 5 |
| 7. When I have questions about a case or test results, I get a prompt response to my inquiry. | 1 | 2 | 3 | 4 | 5 |
| 8. Courier services are satisfactory. | 1 | 2 | 3 | 4 | 5 |
| 9. The selection of tests provided is satisfactory (to meets/cover the majority of my diagnostic needs.) | 1 | 2 | 3 | 4 | 5 |
| 10. The hours of service are satisfactory. | 1 | 2 | 3 | 4 | 5 |
| 11. I would recommend AVC Diagnostic Services to colleagues or contacts. | 1 | 2 | 3 | 4 | 5 |
| 12. I use other diagnostic laboratories for tests not provided by AVC Diagnostic Services (or in addition to AVC Diagnostic Services). | Yes | No | | | |
| 13. Provide the names of additional tests you would like AVC Diagnostic Services to offer: | | | | | |

14. Please add any comments or suggestions, include your name if you would like us to contact you directly:

We strive to provide our clients with convenient, quality, timely services backed by state of the art equipment, qualified and experienced professionals, and commitment to your business needs.

THANK YOU for taking the time to fill out this survey.