

## Your Opinion Matters

In our continued efforts to serve you better, we are seeking your input on ways we can improve the quality of services we provide. Our records indicate you received services from us in 2019. We would appreciate you taking a few moments to fill out this survey and return it to us, in the stamped, addressed envelope provided.

Your feedback is anonymous. Thank you in advance for providing us with information to help us provide the high quality services that you deserve.

### Before the Appointment:



Please circle how much you agree with the statements in the following areas:	Strongly Agree 5	Agree 4	Unsure 3	Disagree 2	Strongly Disagree 1
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1. The process from the time I decided to contact Benson Psychological Services, PC (through the website, Psychology Today, by leaving a message at the office, etc) until I spoke with a live person who could schedule me with a clinician, went smoothly and quickly.					
2. I received an email/phone call back within 24 hours of calling/emailing.					
3. The person who took my information was friendly and able to answer my questions					
4. The questions asked of me over the phone seemed relevant to matching me with the best therapist to help me					
5. Having the needed forms on the Clinic webpage was helpful and convenient					
6. The wait time until my first appointment was satisfactory					

Comments:

**The First Appointment:**



Please circle how much you agree with the statements in the following areas:	Strongly	Agree	Unsure	Disagree	Strongly
	Agree	4	3	2	Disagree
	5				1

1. I received a reminder call/text before my appointment					
2. The clinic was easy to find with adequate signage and available parking					
3. The check in process went smoothly, the receptionist was friendly and welcoming and my questions were answered					
4. The waiting room was clean and welcoming					
5. The hospitality center (coffee/water) was well stocked and tidy					
6. The initial paperwork was easy to read and understand and after reading it I understood my rights as a client					
7. My therapist was on time to meet me					
8. My therapist listened to me, and I felt my therapist understood me, and I left feeling optimistic about working with him/her					
9. If my child was the one being seen: My child's therapist asked to speak with me and let me know that parent involvement is welcome and encouraged.					
10. The process to schedule my next appointment went smoothly					

Comments:

**On Going Services:**



Please circle how much you agree with the statements in the following areas:	Strongly	Agree	Unsure	Disagree	Strongly
	Agree	4	3	2	Disagree
	5				1

1. I understand my financial responsibility (co pays, co insurance, deductible) and there have been no surprises with my bills					
2. My bills are easy to understand					
3. Having my credit card on file has made the billing process more convenient					
4. If I had questions on my bill, it was explained quickly and to my satisfaction					
5. The overall clinic (entry way, waiting rooms, bathrooms) are clean to my satisfaction					
6. The waiting rooms feel confidential and private, I never overhear providers discussing clients in the waiting room or hallways					
7. I have confidence in my therapist's ability to help me/my child					
8. My therapist is sincerely invested in my/my child's wellness and provides services that help me/him/her meet my/their goals					
9. My therapist is a good fit for me/my child					
10. My therapist and I/my child created my/their treatment plan together, I/my child had an active role in deciding my/his/her goals and objectives					
11. My therapist does a good job of communicating with me about my child's progress, while still respecting my child's right to privacy and confidentiality					
12. I would recommend Benson Psychological Services, PC to friends or family					

Comments:

The thing I have been most satisfied with at Benson Psychological Services, PC has been:

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The thing I would most like to see improve at Benson Psychological Services, PC is:

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Other:

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