

**National Sample Transportation System (NSTS)**

**Client Satisfaction Survey**

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received so far. We appreciate your cooperation and want to make sure we meet your expectations.

**Instructions**

The questionnaire is intended for healthcare workers that work with NSTS Phlebotomists on a frequent or daily basis. Please provide honest responses to enable improvement of the NSTS. Your response will **ONLY** be used for the improvement of NSTS services.

Name of facility\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Region of Facility\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Completion\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Overall, we are very satisfied with the way NSTS is performing on transportation of samples?
2. Strongly agree
3. Somewhat agree
4. Neither agree nor disagree
5. Completely disagree
6. Based on the volume of samples collected at your facility, per week, how satisfied are you with the frequency (Number of days visited per week)?
7. Excellent
8. Good
9. Average
10. Poor
11. In your own opinion would you say NSTS services are reliable?
12. Yes
13. No
14. Cannot say for sure
15. Have you ever lost any samples through NSTS?
16. Yes
17. No
18. Yes/Other please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
19. Based on your experience of working with NSTS, would you say the service has improved over the years?
20. Yes
21. No
22. Nothing has changed
23. Slightly
24. Would you say NSTS phlebotomists are professional in the way they deal with customers (friendly and respectful)?
25. Yes
26. No
27. They are inconsistent
28. How would you rate NSTS timelines for sample pick-ups and results drop offs?
29. Poor
30. Fair
31. Good
32. Excellent
33. Does NSTS staff show knowledge of laboratory procedures related to sample collection and handling?
34. Excellent
35. Good
36. Fair
37. Poor
38. What would you say you like best about NSTS services

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1. Would you like to share any additional comments or experiences about NSTS
2. Please share with us any contributions on how we can make NSTS better.
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Thank You for your time and participation!