



SmartCARE

Delivering the Future of Healthcare

Patient Satisfaction Survey

SmartCare in conjunction with the BIDMC is committed to providing excellent service and care. It is our goal to maintain the highest level of customer service, training, and compassion to all of our patients and families. Please take a few moments to complete this short survey. Your responses will be completely confidential.

Please rate the following areas on a scale of 1 – 5 (1 Strongly Dissatisfied to 5 Very Satisfied)

	Strongly Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	
Courtesy of the SmartCare triage operator	1	2	3	4	5	N/A
Professionalism/appearance of Paramedic	1	2	3	4	5	N/A
Quality of care provided by Paramedic	1	2	3	4	5	N/A
Follow up provided by Paramedic	1	2	3	4	5	N/A
Overall satisfaction with program	1	2	3	4	5	N/A

If you have a concern about our services provided, please contact our office and speak with Karen Host or we will call you back at the number you provide.

Name: _____ Phone: _____

Please provide name and phone number. (Optional and Confidential)

Additional Comments:

Thank you for your time and comments about our service.

(Version 01/2014)