



WCP Pathology, P.C.

WCP Laboratories, Inc.

# Client Satisfaction Survey 2010

**Did you know?** 

1. We accept all insurance?
2. We have our own microbiology lab?
3. We personally answer all phone calls?
4. We average a 96% 1 day turnaround on routine cases?

## 1. Reporting



Satisfied with report format	5	4	3	2	1
Satisfied with timeliness of reports	5	4	3	2	1
Satisfied with manner of receiving reports	5	4	3	2	1
Satisfied with method of requesting missing reports	5	4	3	2	1
Satisfied with ordering tests by written requisition	5	4	3	2	1
Satisfied with online ordering/results system	5	4	3	2	1

## 2. Courier Service



Satisfied with courier pick up	5	4	3	2	1
Satisfied with the professionalism of couriers	5	4	3	2	1
Satisfied with availability of courier pickup	5	4	3	2	1
Satisfied with delivery of supplies	5	4	3	2	1

## 3. Pathology Tests



Satisfied with quality of tests performed	5	4	3	2	1
Satisfied with availability of tests offered	5	4	3	2	1
Satisfied with pathologist interpretation of diagnosis	5	4	3	2	1

## 4. Customer Service



Satisfied with professionalism of staff	5	4	3	2	1
Satisfied with availability of pathologists for consultation	5	4	3	2	1
Satisfied with timeliness of response from staff	5	4	3	2	1

## Tell us about you!

<p><b>Specialty: (Please circle)</b></p> <p>OB/GYN      DERM      ENT</p> <p>GI/GU      SURGICAL      PLASTIC</p> <p>OPHTHALMOLOGY      DENTAL      PODIATRY</p> <p>GENERAL</p> <p>OTHER: _____</p>	<p><b>Type of facility:</b> (Please circle)</p> <p>Private Physician Office</p> <p>Surgery Center</p> <p>Hospital</p> <p>Other: _____</p>	<p><b>Please provide the following information:</b> ( You may also choose to remain anonymous )</p> <p>Facility Name: _____</p> <p>Your Name: _____</p> <p>Title: _____</p> <p>Email: _____</p> <p>Phone: _____</p>
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What improvements/changes would you like to see?

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WCP Laboratories would like to thank you for taking the time to comment on our services. This information is invaluable in helping us provide superior service to you and your patients.

Thank You,  
WCP Laboratories, Inc.

