



Flow Cytometry Laboratory

7703 Floyd Curl Drive

San Antonio, Tx. 78229

## Customer Satisfaction Survey

Dear UTHSCSA **Flow Cytometry Laboratory** User:

As a College of American Pathologist (CAP) accredited Laboratory, the UTHSCSA Flow Cytometry Laboratory is sending this survey to our client as an aid in our quality assurance and as a measure of customer satisfaction.

We would appreciate you taking a few moments to answer the following questions. Your feedback is essential in helping us provide the best service possible.

1. Are your phone calls answered courteously and returned promptly?  Yes  No
2. Are the UTHSCSA Flow Cytometry's turnaround times to your satisfaction?  Yes  No
3. Were the Leukemia/Lymphoma patients reports called and/or faxed in a timely manner?  Yes  No
4. Are the patient results, interpretations and comments provided on the Flow Cytometry's final report easy to follow and understand?  Yes  No
5. Would you recommend our services to others?  Yes  No (if No, Please explain)

Please feel free to make any comments or recommendations regarding the service that the UTHSCSA Flow Cytometry Lab provides:

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Thank You For Your Participation

Please fax completed survey to (210)-567-6322 Questions or Comments call (210)-567-4096