

Customer Satisfaction Survey

The staff and providers at Goodland Family health Center are dedicated to making sure their patients have an excellent experience when using their services. That is why we have teamed with Professional Research Consultants, Inc. to survey our patients on how we are doing. We take your opinion seriously and will make every effort to reach our goal of excellent patient care and service.

Frequently Asked Questions:

[When will I be contacted?](#)

Due to the random selection methods, not all patients will be contacted. If you are chosen to participate, PRC will contact you via telephone within a short time following your clinic visit.

[Does my private medical information leave the hospital?](#)

Rest assured that your medical records remain confidential. PRC only receives information on how to contact you and what service areas you accessed. No other personal information is shared, nor is any information related to outcomes of a visit made known to the research firm.

[Am I required to participate in the survey?](#)

Your opinions are important to us. If you can provide us with information on how we can improve our services or which staff member deserves a pat on the back, we would like to know about it. However, you have every right to decline the survey. If you prefer not to be contacted, please inform a hospital staff member as soon as possible.

[Will my comments be forwarded to the staff that provided my care?](#)

Hospital staff will receive information through periodic reports. This information helps us to improve necessary areas and celebrate our successes. Your specific information is included among the larger group of total participants so we can view aggregate-level data.



Thank you for taking the time to speak with PRC about your healthcare experiences with Goodland Family Health Center!