



Client Satisfactory Survey

Please fill out our brief Customer Satisfaction Survey. Private Aid Contractor, Homecare and its team would like to thank you for using our services. We welcome your feedback regarding the care that you receive from us. Your honesty helps us work toward better service for everyone, while ensuring customer satisfaction.

How long have you used our agency for nursing/skilled services? *

- Less than a month
- 1-12 months
- 1-3 years
- 3-5 years
- More than 5 years

Which services do/did you receive? *

- Complex RN/LPN Services
- Skilled Nursing Services
- Physical Therapy Services
- Home Health Aide Services
- Homemaker Services
- Other

How often do/did you receive our services? *

- 8-10 hours per day or (_____), (_____)
- 12-16 hours per day
- 17-24 hours per day
- Skilled visits 1-7 days per week
- Other

I am satisfied with the level of customer service I receive from Private Aid Contractor Homecare. *

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

I am satisfied with the quality of Nursing/skilled services I received. *

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

I feel the staff members were competent and had the skills necessary to care for me. *

- Strongly Agree**
- Agree**
- No Opinion**
- Disagree**
- Strongly Disagree**

I am satisfied with Private Aid Contractor Homecare's Staffing/Scheduling Department. *

- Strongly Agree**
- Agree**
- No Opinion**
- Disagree**
- Strongly Disagree**

I am satisfied with the on-call services that are available after hours. *

- Strongly Agree**
- Agree**
- No Opinion**
- Disagree**
- Strongly Disagree**

I am satisfied with Private Aid Contractor Homecare's Administration Department. *

- Strongly Agree**
- Agree**
- No Opinion**
- Disagree**
- Strongly Disagree**

Overall, how would you rate Private Aid Contractor Homecare's services compared to our competitors?

- Much Better**
- Somewhat Better**
- Same**
- Somewhat Worse**
- Much Worse**
- No Opinion**

How satisfied are you with our services overall? *

- Extremely Satisfied**
- Quite Satisfied**
- Somewhat Satisfied**
- Neutral**
- Somewhat Dissatisfied**
- Quite Dissatisfied**
- Extremely Dissatisfied**

I would recommend Private Aid Contractor Homecare's services to friends and/or family. *

- Strongly agree
- Agree
- No Opinion
- Disagree
- Strongly disagree

What impressed you most about our services? *

What disappointed you most about our services? *

Additional suggestions you would like to share...

Name First: _____ Last: _____

OPTIONAL: Email _____

Date: _____

Received BY: _____ Date: _____