

Responses to the anonymous

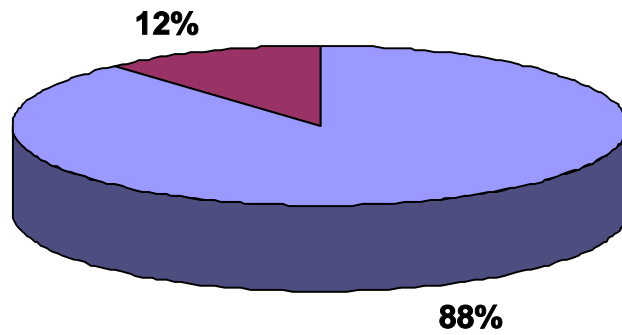


Patient Satisfaction Survey

Conducted
March 2005

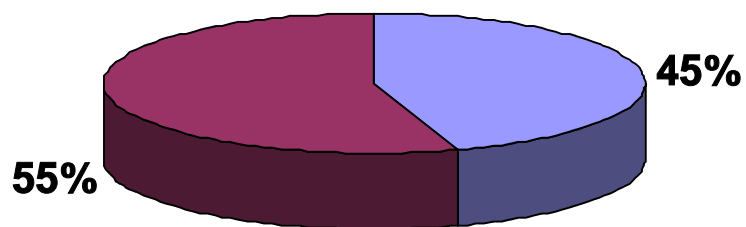
60 clients responded

Are appointments convenient?



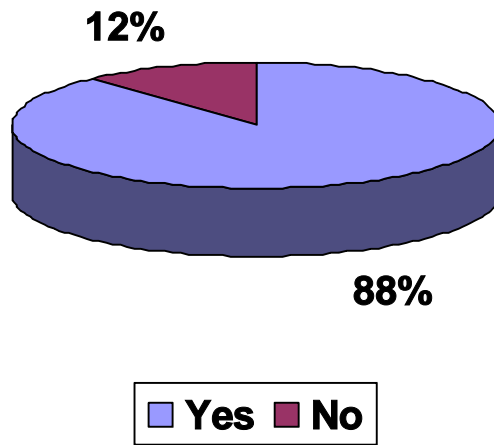
■ Yes ■ No

Are appointments canceled on short notice?

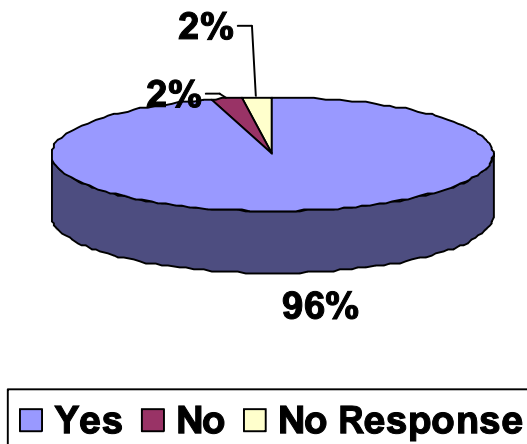


■ Yes ■ No

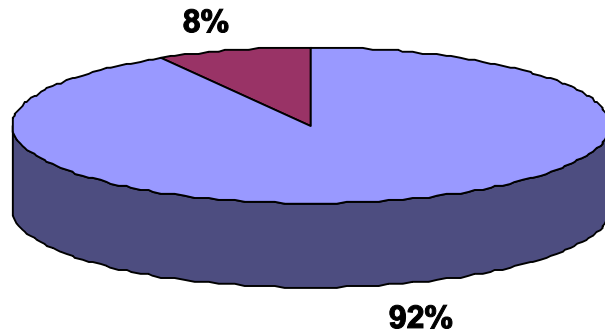
Are services provided what you need?



Are service providers culturally competent?

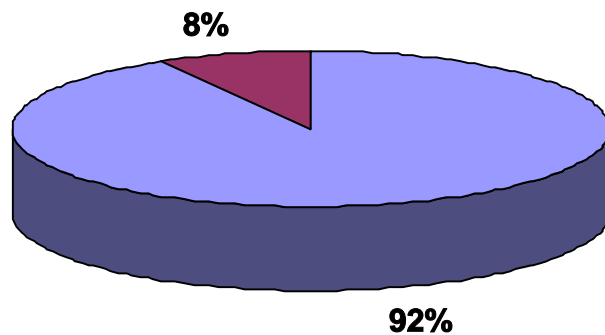


Would you recommend our services?



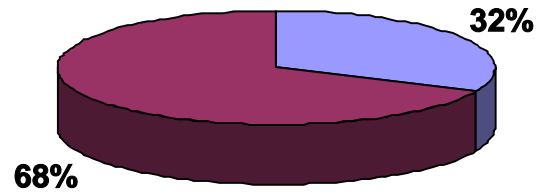
■ Yes ■ No

Were you satisfied with services?



■ Yes ■ No

Do you have suggestions to improve our services?



■ Yes ■ No

Suggestions for service improvement:

- Outings for patients
- Improve billing
- Improve dosing hours
- Later appointments
- Too much loitering in lobby/parking lot
- Test results need to be given to patients
- Patient representation in newsletter
- Separate UDS for methadone patients
- Open line for take homes only
- Reinstate holiday take homes