



SIoux LOOKOUT  
**Meno Ya Win**  
HEALTH CENTRE

## Laboratory

# Out-Patient Experience Survey

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Your hospital experience is a top priority for us and each member of our team is committed to compassionate, high-quality and culturally safe care. We understand that as a patient, family member or community member, coming to the hospital can be a stressful time. Our team is here to help make sure the needs of our patients and family members come first.

Please take a few minutes to complete a Patient Satisfaction Survey. The survey gives us important feedback about the care you received at the hospital.

Your completed survey can be placed in any of the survey boxes that can be found at various locations around the hospital, given to any staff member, or returned to us by mail to:

Administration Department - Surveys  
Sioux Lookout Meno Ya Win Health Centre  
#1 Meno Ya Win Way, P.O. Box 909  
Sioux Lookout, ON P8T 1B4

If you have any questions about your care or any other aspect of your stay, please ask your nurse, doctor or another member of your care team.

## Laboratory Outpatient Satisfaction Survey

1. From the time you arrived at the laboratory, the collection time was

Less than 20 minutes
  20 - 30 minutes
  30 - 40 minutes
  More than 40 minutes

2. If you waited more than 40 minutes, was the reason for the delay explained to you?

Yes
  No
  I did not wait more than 40 minutes

3. Did the phlebotomist(s) (person collecting the blood) introduce themselves to you?

Yes
  No
  N/A (I already knew the phlebotomist)

4. Please answer the following questions about the phlebotomist's care.

	Always	Usually	Sometimes	Never
Did the phlebotomist explain their role before offering care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did he/she ask your name and check your armband?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did he/she clean their hands or put on gloves before drawing your blood sample?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the phlebotomist respectful and professional?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was he/she sensitive to your needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did he/she respect your cultural values when providing care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you feel he/she respected your confidentiality?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were you satisfied with the customer service from the laboratory today?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. The phlebotomist treated me:

- 1 - Very Gently  2 - Gently  3 - Somewhat Gently  4 - Roughly

6. The instructions for special specimen collections were:

- 1 - Very Clear  2 - Somewhat Clear  3 - Somewhat Complicated  4 - Very Complicated
- N/A - I didn't have special instructions

7. How would you rate your overall care at the Laboratory Department?

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
<input type="radio"/>									

8. Would you recommend the Laboratory of the Sioux Lookout Meno Ya Win Health Centre to friends and family?

- Definitely Yes  Probably Yes  Probably No  Definitely No  Unsure

9. Please rate the Sioux Lookout Meno Ya Win Health Centre using any number from 1 - 10, where 1 is the WORST health centre possible and 10 is the BEST health centre possible

1 - Worst	2	3	4	5	6	7	8	9	10 - Best
<input type="radio"/>									

10. Do you have any comments?

Thank you for taking the time to complete this survey. We value your opinion and we appreciate your feedback to maintain a high quality of service for our community by identifying opportunities for improvement.