



CLIENT SATISFACTION SURVEY

Your satisfaction is valuable to ADL. Kindly respond to our Client Satisfaction Survey?
Your input will enable us to understand your needs and better serve you.

Kindly fax to **267-525-2488** or email to **info@adllab.net**

Rate each category on a 5-point scale: 5 = highest and 1 = lowest

Test result accuracy	
Readability of lab reports	
Notification of significant abnormal results in a timely manner	
Availability of lab reports	
Turnaround time for routine lab results	
Turnaround time for STAT lab results	
Telephone answered promptly by lab personnel	
Telephone courtesy of lab personnel	
Ability of lab personnel to answer questions by telephone	
Phlebotomy personnel courtesy toward patients	
Phlebotomy personnel toward Nursing/client personnel	
Phlebotomy responsiveness when called	
Availability of laboratory manual (via website)	
Accessibility of lab management personnel	
Laboratory management responsiveness to concerns	

Additional Comments:

Survey Completion Date:	
Survey completed by client (print name):	
Client Name:	Account Number:
Address:	

Thank you for taking your time to complete this survey. Your comments and complete satisfaction are important to Atlantic Diagnostic Laboratories, LLC.

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