



CLIENT SURVEY

We are committed to listening to the voice of our clients. This questionnaire is a valuable way for us to gather feedback, so we can improve our facility and services.

Fremont Urgent Care will make a donation to North Valley Community Foundation for every Client Survey we receive. **North Valley Community Foundation** - 99% of all donations reach the victims and their families. <https://www.nvcf.org>

Thank you for your assistance.

| Question | Rate 1-10 | Comments |
|---------------------------------------------------------------------------------------|---------------|----------|
| Do you feel we do an adequate job keeping you informed after injuries? | | |
| Are you receiving results in a timely manner for physicals and drug screens? | | |
| Do you find the staff helpful and professional? | | |
| Is your employee feedback positive about Fremont Urgent Care? If not, please comment. | | |
| Do you feel our quarterly seminars are valuable? (see website) | | |
| Are the wait times for injuries and/or physicals acceptable? | | |
| Would you be interested in after-hours drug testing? | | |
| Are you interested in obtaining reports via an online portal? | | |
| How can we improve Fremont Urgent Care? | | |
| How long have you been a client of Fremont Urgent Care? | | |
| Are you receiving our quarterly emailed newsletters? | | |
| Would you like us to contact you for a meeting and/or protocol review? | | |
| By: (optional) | Email: | |

Reply: EMAIL: Carole@fremonturgent.com or FAX: 510-796-1050