 **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](https://www.nvcf.org/) for every Client Survey we receive. **North Valley Community Foundation** - 99% of all donations reach the victims and their families. [https://www.nvcf.org](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](mailto:Carole@fremonturgent.com) or FAX: 510-796-1050