 **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 or FAX: 510-796-1050