

Amenities

Please complete this before your exam and keep it with you.

I am:

- Female
- Male
- Under 18 years old
- Between 18 and 24
- Between 25 and 34
- Between 35 and 45
- A new patient at this clinic
- A returning patient at this clinic
- Over 45 years old

How would you describe your race/ethnicity? _____

How would you rate: Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The process of scheduling your appointment	1	2	3	4	5
The location of the clinic	1	2	3	4	5
The greeting you received from staff today	1	2	3	4	5

How important is it to you, that:

Not at all important=1, Not important=2, Nice but not necessary=3, Important=4, Very Important=5

The clinic is comfortable and pleasant	1	2	3	4	5
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Please complete the next section after your exam.

How would you rate:

Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The comfort of the waiting room	1	2	3	4	5
The comfort of the exam room	1	2	3	4	5
Extras to make the clinic a nicer place	1	2	3	4	5

What else would you like us to know?

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Thank You for your feedback!*

Efficiency and Systems

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The process of scheduling your appointment	1	2	3	4	5
The location of the clinic	1	2	3	4	5
The greeting you received from staff today	1	2	3	4	5

How important is it to you, that:

Not at all important=1, Not important=2, Nice but not necessary=3, Important=4, Very Important=5

The clinic visit does not take too long	1	2	3	4	5
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Please complete the next section after your exam.

How would you rate: Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The quickness of staff	1	2	3	4	5
The readiness of staff and clinic for your visit	1	2	3	4	5
Time spent waiting for the nurse practitioner or doctor	1	2	3	4	5
Time spent waiting for tests and lab work	1	2	3	4	5
Length of time spent for the visit	1	2	3	4	5

Was your visit too short, too long, or just right?

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Environment

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The process of scheduling your appointment	1	2	3	4	5
The location of the clinic	1	2	3	4	5
The greeting you received from staff today	1	2	3	4	5

How important is it to you, that:

Not at all important=1, Not important=2, Nice but not necessary=3, Important=4, Very Important=5

The clinic is in good condition	1	2	3	4	5
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Please complete the next section after your exam.

How would you rate: Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The cleanliness of the clinic	1	2	3	4	5
The condition of the building	1	2	3	4	5
The surrounding neighborhood	1	2	3	4	5
The ease of moving around the clinic	1	2	3	4	5
The private places to talk with clinic staff	1	2	3	4	5

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People Skills

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How would you describe your race/ethnicity? _____

How would you rate:

Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The process of scheduling your appointment	1	2	3	4	5
The location of the clinic	1	2	3	4	5
The greeting you received from staff today	1	2	3	4	5

How important is it to you, that:

Not at all important=1, Not important=2, Nice but not necessary=3, Important=4, Very Important=5

Staff are friendly and helpful	1	2	3	4	5
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Please complete the next section after your exam.

How would you rate:

Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The show of concern and care from staff	1	2	3	4	5
The ease of understanding staff	1	2	3	4	5
Staff willingness to listen to or talk with you	1	2	3	4	5
Staff keeping information about you private	1	2	3	4	5
Staff meeting your emotional needs	1	2	3	4	5
The helpfulness of staff	1	2	3	4	5
The friendliness of staff	1	2	3	4	5
Medical staff spending enough time with you	1	2	3	4	5

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HIV Knowledge

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How would you rate: Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The process of scheduling your appointment	1	2	3	4	5
The location of the clinic	1	2	3	4	5
The greeting you received from staff today	1	2	3	4	5

How would you rate: None=1 Very High=5

Your knowledge about HIV and AIDS?	1	2	3	4	5
Your knowledge of how someone could become HIV positive or get AIDS?	1	2	3	4	5

Please complete the next section after your exam.

How would you rate: Lousy=1, Bad=2, Okay=3, Good=4, Great=5

Did someone speak to you about HIV during your visit today?	Yes	No	
How much information did you receive about HIV?	None	A little	A lot
Did you understand the information?	Yes	No	
Will you do anything differently because of what you learned?	Yes	No	

If yes, what will you do? If no, why not?

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Medical Expertise

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The process of scheduling your appointment	1	2	3	4	5
The location of the clinic	1	2	3	4	5
The greeting you received from staff today	1	2	3	4	5

How important is it to you, that:

Not at all important=1, Not important=2, Nice but not necessary=3, Important=4, Very Important=5

Medical staff know their stuff	1	2	3	4	5
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Please complete the next section after your exam.

How would you rate: Lousy=1, Bad=2, Okay=3, Good=4, Great=5

The knowledge of the nurse practitioner or doctor	1	2	3	4	5
The skills of the nurse practitioner or doctor	1	2	3	4	5
The knowledge and skill of other staff	1	2	3	4	5
Receiving the service(s) you needed or wanted	1	2	3	4	5
Staff telling you about test results	1	2	3	4	5
Staff maintaining your confidentiality	1	2	3	4	5

Did you receive information about HIV today? None Some A Lot

What else would you like us to know?

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