



# Efficiency and Systems

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 visit does not take too long      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

- 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    1    2    3    4    5  
or doctor
- 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?

What else would you like us to know?

*Please return this card when you are finished.  
Thank You for your feedback!*

# Environment

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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

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

What else would you like us to know?

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# People Skills

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- Over 45 years old
- A new patient at this clinic
- A returning patient at this clinic

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

What else would you like us to know?

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Thank You for your feedback!

# HIV Knowledge

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

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- 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 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?

What else would you like us to know?

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# Medical Expertise

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- Over 45 years old
- A new patient at this clinic
- A returning patient at this clinic

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

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?

*Please return this card when you are finished.*

*Thank You for your feedback!*