

AVC Diagnostic Services Client Survey



Dear AVC Diagnostic Services Client,

Please take a few moments to complete our client survey. Your feedback helps us continually improve the quality of diagnostic services we provide. We value your input and appreciate your time in helping us serve you better. Your completed survey can be emailed to avcdiagnostics@upeu.ca or faxed to (902) 566-0723.

A \$75 credit will be applied to your Diagnostic Services account as a thank you for returning the completed survey.

In order to receive the \$75 credit and assist us with any required follow-up, please include the following contact information:

Name of Clinic: _____

Survey Completed by: _____

Check all applicable Laboratory areas that you have received service from in the last 12 months;

- ☐ *Bacteriology*
☐ *Clinical Pathology*
☐ *Histology*
☐ *Parasitology*
☐ *Post Mortem*
☐ *Regional Diagnostic Virology Services*
☐ *Toxicology and Analytical Services*

Please answer the following questions using a scale of 1 to 5 where 1 represents "Strongly Disagree" and 5 represents "Strongly Agree."

We encourage you to include comments with your responses so we can better understand your feedback and continue improving our service.

1. AVC Diagnostic Services customer service is satisfactory.

- ☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☐ 5

2. Employees are helpful and courteous.

- ☐ 1
 ☐ 2
 ☐ 3
 ☐ 4
 ☐ 5

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3. The turnaround time for test results is satisfactory.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

4. Test reports are complete and easy to understand.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

5. I have a high degree of confidence in the test results.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

6. When I have questions about a case or test results, it is easy to contact the appropriate lab unit/ diagnostician for consultation.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

7. Courier services are satisfactory.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

8. The laboratory reporting system meets my needs and is easy to use.

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

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9. I use other diagnostic laboratories for tests not provided by AVC Diagnostic Services (or in addition to AVC Diagnostic Services).

☐ Yes ☐ No

Please provide more information on the name or nature of the tests not provided by AVC Diagnostic Services or additional tests you would like to see us offer.

10. Are you currently using <https://avcds.upei.ca/ALMS> to access results? ☐ Yes ☐ No

a. If no, would you like us to contact you to set up your account? ☐ Yes ☐ No

11. Do you find the Diagnostic Services website <https://diagnosticservices.avc.upei.ca> helpful?

☐ Yes ☐ No

Are there any additional features or resources you would like to see on our website?

12. Diagnostic Services offers an **ISO/IEC 17043 accredited** proficiency testing program specifically designed for veterinary laboratories and hospitals/clinics that perform laboratory testing.

Would you be interested in learning more about our accredited Proficiency Testing Program to meet your accreditation requirements?

☐ Yes ☐ No

THANK YOU for taking the time to fill out this survey.

**Limited to one \$75 credit per clinic per year.

Diagnostic Services Use Only

Date Received:

Received by: