

78TH MEDICAL GROUP



CUSTOMER SATISFACTION PROGRAM

ADDITIONAL PROCESS COMING SOON!

The 78th Medical Group at Robins AFB is implementing an additional customer satisfaction process for obtaining timely feedback from our patients about their outpatient visit. Start date is approximately 1 Oct 04.

An authorized individual will be contacting patients by phone to obtain feedback on the quality of the service they received related to their appointment. Selected patients will be contacted within a few days after their visit between the hours of 5:00 to 8:00 PM, Monday through Friday (except holidays), and asked six to seven simple questions. The caller does not have access to any personal medical information nor will patients be requested to provide that information.

YOUR OPINION COUNTS and we encourage you to participate. Your comments will help us to meet your needs and expectations and assist us in improving our services to you.

