

SERVICE EVALUATION

The University of Tennessee Clinical Endocrinology Service

Your comments on our Service are welcomed and will provide us with important feedback to gauge your level of satisfaction with the Service and allow us to improve the quality and efficiency of the Service. After completion, press the “submit” button, or please FAX (865-974-7147) the survey back to us. Thank you.

1. The turnaround time for test requests submitted to the Endocrinology Service is:

- | | | | |
|--------------------------|-------------------------------|--------------------------|-------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Excellent</u> | <u>Good</u> | <u>Adequate</u> | <u>Poor</u> |
| needs no improvement | needs very little improvement | needs some improvement | needs significant improvement |

2. The Endocrinology Service provides guidance in choosing appropriate diagnostic tests:

- | | | | |
|--------------------------|-------------------------------|--------------------------|-------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Excellent</u> | <u>Good</u> | <u>Adequate</u> | <u>Poor</u> |
| needs no improvement | needs very little improvement | needs some improvement | needs significant improvement |

3. The Directors and staff of the Endocrinology Service provide assistance in interpreting results of diagnostic tests:

- | | | | |
|--------------------------|-------------------------------|--------------------------|-------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Excellent</u> | <u>Good</u> | <u>Adequate</u> | <u>Poor</u> |
| needs no improvement | needs very little improvement | needs some improvement | needs significant improvement |

4. The Endocrinology personnel are courteous and helpful when consulted on the phone or in person:

- | | | | |
|--------------------------|-------------------------------|--------------------------|-------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Excellent</u> | <u>Good</u> | <u>Adequate</u> | <u>Poor</u> |
| needs no improvement | needs very little improvement | needs some improvement | needs significant improvement |

5. Additional Comments:

Staff

Jack W. Oliver, DVM, PhD, Director
Kellie Fecteau, PhD, Assistant Director
Hugo Eiler, DVM, Ph.D., Consultant
L. Kim Abney, Laboratory Supervisor
Marilyn Cottrell
DeAnne Gibbs
Selena Hannah