

Customer Survey: 2009

Dear Clients: We value your loyalty and welcome your feedback to improve our service. Please let us know how we are doing, and whether we are your most favorite DNA lab in the whole wide world.

We care and will pay careful attention to all your comments and suggestions.

Thank you for your business,

Elaine Spector, PhD, FACMG, Laboratory Director

	☺	OK	☹	Have some suggestions
Quality of our diagnostics				
List of tests offered				
Price: value for money				
Turnaround time				
Customer service / concerns addressed				
Website				
Paperwork – convenience and value				
Association w. Goodman / Frerman / Kraus labs				
Clinical back-up / insight				
Informative reports				
Billing process				
Overall impression				

What test(s) would you like us to add? _____

Our website is in development. CPT codes and other informational pages are in preparation. Please indicate what information you would like to see on our website: _____

We are exploring the possibility of offering reports that can be downloaded online via a password-controlled section of our website. Does this interest you?

___ Definitely ___ Probably ___ Maybe ___ Need to know more ___ Prob. not ___ Definitely not

What can we do to increase the chance that you will choose our lab next time? _____

Tell us more about yourself: Your name(s) / title(s); your institution / department / location; your full mailing address for reports and for billing: _____

Comments / quotable quotes: _____

☺☺☺ Please respond to this survey. ☺☺☺

We welcome feedback by email, fax, mail, voicemail, pigeon post, pony express - and especially by increased referrals.

☺☺☺ Thank you for your confidence in our Laboratory. ☺☺☺