

2014 Patient Experience Survey Scripting  
*Check-In*

<after verification of patient demographics have been completed>

*Mr./Mrs./Ms. <last name>, here is patient experience survey for you to complete during your visit at HealthPOiNT <clinic>.*

*Some questions you may be able to fill out now, and some questions you may have to fill out during or at the end of your visit. There will be a patient experience survey box when you check-out for you to put your survey in. Your survey will remain anonymous, unless you chose otherwise.*

*Your feedback is very important to us to make the experience at HealthPOiNT <clinic> better for all patients and team members.*

*Thank you for coming to HealthPOiNT <clinic> today. Please make yourself comfortable until one of your care team members calls you back for your appointment.*