



# CLIENT SATISFACTION SURVEY

Providing excellent service to our residents in Lawrence County is very important to us at Lawrence County Health Department. Your answers will remain anonymous, and your feedback will be used to improve our programs and practices.

1. I received services on \_\_\_\_\_ (date)
2. The main service I received was:
  - Birth or death certificate
  - Car seat or cribette
  - Childhood or adult shots (including COVID-19 vaccine)
  - Environmental Health services (permits, food licensing, inspections, etc.)
  - Reproductive Health & Wellness (Family Planning)
  - Other \_\_\_\_\_
3. Was this the first time you received services from Lawrence County Health Department?
  - Yes  No

<b>Tell us about your experience today</b>	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
My wait time today was acceptable to me					
I was treated with courtesy and respect					
Information provided to me was easy to understand					
I felt the quality of services was excellent					
I would seek services from Lawrence County Health Department again					
I would recommend services from Lawrence County Health Department to others					

4. The person(s) who provide me with excellent service was \_\_\_\_\_  
\_\_\_\_\_
5. What could we have done better? \_\_\_\_\_  
\_\_\_\_\_