

Allegiance Health Experience Audit

Community Partner:						
Audit Location:						
Date:						
Time:						
	Very Poor	Poor	Fair	Good	Very Good	
TELEPHONE EXPERIENCE						
Friendliness of staff over the phone	1	2	3	4	5	N/A
Explanation of test(s)	1	2	3	4	5	N/A
Answering insurance questions	1	2	3	4	5	N/A
Answering questions about payment	1	2	3	4	5	N/A
Providing directions	1	2	3	4	5	N/A
Courtesy of staff at conclusion of call	1	2	3	4	5	N/A
Please comment if you ranked any of the above 3 or below:						
EXTERIOR SPACE EXPERIENCE/OBSERVATIONS						
Ease of finding building	1	2	3	4	5	
Understanding exterior signage	1	2	3	4	5	
Adequate parking spaces	1	2	3	4	5	
Adequate handicap spaces	1	2	3	4	5	
Parking spaces clearly defined	1	2	3	4	5	
Snow and ice cleared	1	2	3	4	5	
Safety of walkways	1	2	3	4	5	
Condition of landscaping	1	2	3	4	5	
Condition of exterior signage	1	2	3	4	5	
Condition of parking lot	1	2	3	4	5	
Please comment if you ranked any of the above 3 or below:						
LOBBY EXPERIENCE/OBSERVATIONS						
Ease of finding way around building	1	2	3	4	5	
Understanding interior signage	1	2	3	4	5	
Adequate hooks/hangers for coats	1	2	3	4	5	
Condition of floor mats at door	1	2	3	4	5	
Condition of the flooring	1	2	3	4	5	
Comfort of room temperature	1	2	3	4	5	

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Adequate seating	1	2	3	4	5	
Cleanliness of seating	1	2	3	4	5	
Overall condition of seating	1	2	3	4	5	
Comfort of seating	1	2	3	4	5	
Condition of walls	1	2	3	4	5	N/A
Adequate lighting	1	2	3	4	5	N/A
Overall condition	1	2	3	4	5	N/A
Condition of reading material	1	2	3	4	5	N/A
Condition of informational material	1	2	3	4	5	N/A
Condition of signs in the lobby	1	2	3	4	5	N/A
Volume setting of radio/music	1	2	3	4	5	N/A
Selection of radio station/music	1	2	3	4	5	N/A
Selection of television stations	1	2	3	4	5	N/A
Volume setting of television	1	2	3	4	5	N/A
Courtesy of staff to adjust radio/television	1	2	3	4	5	N/A
Please comment if you ranked any of the above 3 or below:						
STAFF SERVICE EXPERIENCE						
Staff response to questions about waiting	1	2	3	4	5	N/A
Staff response to questions about payment	1	2	3	4	5	N/A
Staff response to referral appointment(s)	1	2	3	4	5	N/A
Staff response to follow-up appointments	1	2	3	4	5	N/A
Staff response to questions about tests	1	2	3	4	5	N/A
Please comment if you ranked any of the above 3 or below:						
PRIVACY						
Privacy at the registration counter	1	2	3	4	5	
Privacy during preliminary exam	1	2	3	4	5	N/A
Privacy during the exam/service	1	2	3	4	5	N/A
Privacy at check out	1	2	3	4	5	N/A
Please comment if you ranked any of the above 3 or below:						

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PHYSICIAN EXPERIENCE						
Waiting time for physician in exam room	1	2	3	4	5	
Physician responded to my questions	1	2	3	4	5	
Physician responded to my concerns	1	2	3	4	5	
Physician treated me with respect	1	2	3	4	5	
Physician spent time with me	1	2	3	4	5	
Please comment if you ranked any of the above 3 or below:						
CLINICAL STAFF EXPERIENCE						
Waiting time for clinical staff in exam room	1	2	3	4	5	
Clinical staff responded to my questions	1	2	3	4	5	
Clinical staff responded to my concerns	1	2	3	4	5	
Clinical staff treated me with respect	1	2	3	4	5	
Clinical staff spent time with me	1	2	3	4	5	
Clinical staff appearance	1	2	3	4	5	
Clinical staff cleanliness	1	2	3	4	5	
Please comment if you ranked any of the above 3 or below:						
EQUIPMENT						
Condition of equipment	1	2	3	4	5	
Condition of gown	1	2	3	4	5	
Adequate supplies	1	2	3	4	5	
Condition of supplies	1	2	3	4	5	
Overall condition of room	1	2	3	4	5	
Please comment if you ranked any of the above 3 or below:						
TESTS AND TREATMENTS						
Cleanliness of equipment/room	1	2	3	4	5	
Explanation of procedure	1	2	3	4	5	
Clinician performing procedure	1	2	3	4	5	
Please comment if you ranked any of the above 3 or below:						

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ADDITIONAL QUESTIONS						
Was there a sliding privacy window	yes	no				
Were there instructional signs	yes	no				
Presence of Allegiance material	yes	no				
Mix of Allegiance and Foote Material	yes	no				