

HEARTLAND COUNSELING AND CONSULTING CLINIC  
CUSTOMER COMMENT

Please help us learn what we can do to better serve you.

Lexington—68 given out—60 returned

88.3%

1. When you first contacted us, were we friendly and helpful?

1	2	3	4	5
not at all				very
			9	51

2. Were you satisfied with arrangements for your appointments?

1	2	3	4	5
not at all				very
	1	3	9	47

3. When you came in for your appointments, were you greeted and made to feel welcome?

1	2	3	4	5
not at all				very
		1	9	50

4. Was the staff helpful?

60 YES    \_\_\_ NO

5. If you were eligible for the sliding fee scale, was it adequately explained?

51 YES    2 NO    7 NOT APPLICABLE

6. Do you think your counselor or therapist has a good understanding of your problems?

1	2	3	4	5
very poor				very good
		3	15	45

7. Overall, how would you rate your relationship with your therapist or counselor's?

1	2	3	4	5
very poor				excellent
		6	13	40

8. If you had the need, would you return here for services?

1	2	3	4	5
definitely not				definitely
		3	8	48

9. Would you refer family or friends here?

1	2	3	4	5
definitely not				definitely
		2	11	46

10. I have come here for services:

12 less than 3 times      14 3 - 10 times      33 over 10 times

(circle one)	Mental Health	Substance Abuse	Both
	<u>29</u>	<u>15</u>	<u>14</u>

If you want to make further comments, please contact Kathy Seacrest at  
Region II Human Services, P.O. Box 1208, 110 North Bailey, North Platte, NE 69101. (308) 534-0440.