

HEARTLAND COUNSELING AND CONSULTING CLINIC
CUSTOMER COMMENT

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

North Platte—119 given out—113 returned
95%

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

1	2	3	4	5
not at all				very
		3	9	101

2. Were you satisfied with arrangements for your appointments?

1	2	3	4	5
not at all				very
2	2	5	19	85

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
			13	100

4. Was the staff helpful?

113 YES ___ NO

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

85 YES 1 NO 17 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
2	1	8	14	85

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

1	2	3	4	5
very poor				excellent
1	2	10	24	75

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

1	2	3	4	5
definitely not				definitely
	1	3	10	99

9. Would you refer family or friends here?

1	2	3	4	5
definitely not				definitely
		1	11	98

10. I have come here for services:

6 less than 3 times

16 3 - 10 times

89 over 10 times

(circle one)

Mental Health

Substance Abuse

Both

77

8

21

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.