

Tyler Notes

Have you ever been seen for health care services at the ARC Health Center?

- Yes
- No

If you have NOT used the ARC Health Center before, please indicate your reasons why (select all that apply)

- Never Sick.
- Did not know the facility was available.
- Didn't know that health care visits with Nurse practitioner were free.
- Thought I had to have insurance to use the facility.
- I use other local clinic or have a private doctor.

Other (please specify)

Please note what concern(s) originally brought you to the health center

Cold/Flu

Concern menu

Other Concerns (please specify)

Please use the rating scale below for the following questions regarding your overall satisfaction with the set-up and procedures of the ARC Health Center

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
The front desk staff was professional/courteous/helpful.						
My experience with scheduling my appointment was satisfactory.						
I felt the Health Center responded to my needs in a timely manner.						
The hours of availability are convenient for me.						
I am able to get an appointment in an acceptable amount of time.						
I felt that paperwork was reasonable/clear.						
The location of the Health Center offers privacy.						
The Health Center is clean/well organized.						
I felt comfortable in the waiting area.						
I felt comfortable in the Nurse Practitioner's office.						

Additional Comments

Please use the rating scale below to rate your overall satisfaction with the Health Center Staff and service

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
I felt I could trust/confide in the nurse						
I felt treated with respect/dignity/appropriate concern.						
I believe the NURSE was sensitive to concerns of privacy/confidentiality.						
The NURSE helped me to feel comfortable sharing my concerns.						
I felt the NURSE was competent/effective in his/her skills.						

Yes

No

Cold/Flu

OB/GYN

PPD Testing

Immunization

Physical Exam

Continuity of Care for Chronic
Conditions

Family Planning

Referral for Specialty Care

Medication RX

What other health services would you like to have available at ARC?

Please indicate ways in which the Health Center can better meet your needs and/or the needs of the ARC student body.

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

I felt I had enough time with the NURSE to discuss my concerns, ask questions, etc.

The NURSE explained the reasons for any treatment or action in a way that I could understand

I was provided with sufficient information concerning my illness /how it would be treated /when to expect improvement /what to do if I did not improve.

I received adequate follow-up care.

I felt the NURSE was sensitive to issues of diversity (e.g. ethnicity, culture, gender, sexual orientation, religion, age, etc.).

I would recommend the NURSE to other students.

I would return to this NURSE in the future if I felt the need.

Additional comments on your experience with the NURSE and/or Health Center Staff

Please rate your overall experience with the ARC Health Center

- Very Negative
- Negative
- Neutral
- Positive
- Very Positive

Please clarify your concerns if Neutral or lower.

If the following services were readily available at the ARC Health Center, would you use the center for the following health needs?