



LABORATORY SERVICES

2023-24 Patient Experience Survey

We encourage individuals who access our Laboratory Services at our **Blind River site** to complete our Patient Experience Survey. Your input helps us to identify areas we need to focus on for improvement. It also helps us see what we're doing well! NSHN is committed to ensuring our programming and services meet your needs.

Was your Lab appointment on time?

96%

of respondents said that their scheduled Lab appointment was on time.



Did you have the opportunity to ask questions?

100%

of respondents said that they were provided the opportunity to ask questions during their Lab appointment.



Did I feel my personal information was kept confidential?

100%

of respondents said they felt that confidentiality was maintained with their personal information.



Were you comfortable with the Lab Staff Member that took your blood?

99%

of respondents said they felt comfortable with the Lab Staff Member.



Was the Lab Staff Member courteous and respectful?

100%

of respondents said the Lab Staff member who took their blood was courteous and respectful.



Would you recommend NSHN's Laboratory Services to your friends or family?

90%

of respondents said "definitely yes" they would recommend NSHN's Laboratory Services.



Want to take the Blind River Laboratory Services Survey?

Visit the survey page:

<https://www.surveymonkey.com/r/633ZLM3>

Have specific feedback about your recent visit to NSHN?

Visit our Patient Relations page:

<https://www.nshn.care/complimentsconcerns>