

# MatSan Health Services

## PATIENT SATISFACTION SURVEY

In order for us to better serve you, and in accordance with State Standards, we routinely conduct a Patient Satisfaction Survey Questionnaire requesting feedbacks on the services provided by **MatSan Health Services**.

Please take a moment to check off your answers to the following questions:

	Yes	No	Comments
1. Were you satisfied with the agency's efforts to support your quality of life?			<hr/> <hr/> <hr/>
2. Was the care delivered in a timely manner?			<hr/> <hr/> <hr/>
3. Did you feel the staff was available on week-ends and after hours when you needed them?			<hr/> <hr/> <hr/>
4. Did you understand your treatment plan and other services provided?			<hr/> <hr/> <hr/>
5. Do you know how to file a complaint with the state and/or agency?			<hr/> <hr/> <hr/>
6. Were you notified if there was a change in your condition and/or change in discipline in a timely manner?			<hr/> <hr/> <hr/>
7. Were your safety needs identified and were appropriate measures taken to improve your safety at home?			<hr/> <hr/> <hr/>
8. Overall, do you feel the organization has met your needs and expectations?			<hr/> <hr/> <hr/>

Thank you for taking the time to complete this survey.

Additional Comments: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature (optional): \_\_\_\_\_

Date: \_\_\_\_\_



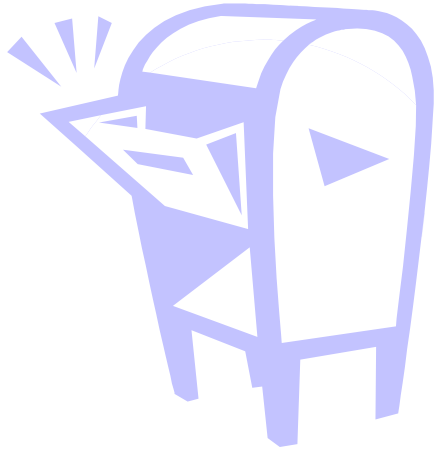
FROM:

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POSTAGE  
HERE



TO:

MatSan Health Services  
23023 Strathmere Court  
KATY, TX 77450



CARING FOR YOUR LOVED ONES, WITH COMPASSION AND COMPETENCE, ONE PATIENT AT A TIME!

# A HOME HEALTH AGENCY

## OUR COMMITMENT

Caring for your loved ones, in the comfort of their home is our specialty. Each patient will receive individualized care, in an effort to restore his/her optimal health status, if at all possible.

## OUR GOALS

- To maintain an open communication with patients, patients' responsible parties, and patients' physicians.
- To work closely with patients' family to maintain good health habits
- To educate patients and family members on ways to maintain optimal health



FOR MORE INFORMATION ,  
PLEASE CONTACT US AT:

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