

Patient Satisfaction Telephone Survey



Patient Satisfaction Telephone Survey Cancer Support

In the section below, scores will be reported by patients during telephone follow-up.

Phone number: _____

Hello, My name is _____ with UNC Cancer Care. Is _____ available? I am calling on behalf of our breast cancer program and would like to ask a few brief questions. We are developing a program to provide additional support for patients prior to receiving a cancer diagnosis and would like your ideas. Is this a good time to talk?

Questions	Exceeded	Met	Did not meet
My care was provided in a timely fashion			
My emotional needs were met during this time			
I was made aware of the UNC Cancer Resource Center and available community resources			
It was easy for me to get answers to my questions			

A lay patient navigator is a member of our UNC Volunteer Services who has received special training to provide non-clinical support and information to patients and caregivers who may be facing a cancer diagnosis.

Would it have been helpful to have had a lay patient navigator available to you for additional support?

Yes No

If so, when would this support had been most helpful? (Multiple answers accepted)

Telephone call prior to or after appointment	Yes	No
Face to face meeting at time of scheduling biopsy appointment	Yes	No
Day of appointment	Yes	No

UNC Cancer Network: (2) 10/2013