Referrer Satisfaction Survey

1 Unsatisfied  2 Neutral  3 Satisfied  4 Very satisfied

1. How well are you aware of the range of nuclear medicine (NM) services we provide?
   □ 1 □ 2 □ 3 □ 4 □ NA

2. How satisfied are you with the overall quality of NM services provided by the facility you refer to?
   □ 1 □ 2 □ 3 □ 4 □ NA

3. Are there any services you require that we do not offer?
   □ 1 □ 2 □ 3 □ 4 □ NA

4. How satisfied are you with the communication between the NM facility and your office regarding patient care?
   □ 1 □ 2 □ 3 □ 4 □ NA

5. How clear and user-friendly are our referral forms?
   □ 1 □ 2 □ 3 □ 4 □ NA

6. Do you have agreed referral criteria for common procedures with the NM department?
   □ 1 □ 2 □ 3 □ 4 □ NA

7. How timely is the response of the department when you contact us?
   □ 1 □ 2 □ 3 □ 4 □ NA

8. When you have queries or concerns, how well are they addressed?
   □ 1 □ 2 □ 3 □ 4 □ NA
9. When you ask about service provision, do you get appropriate clinical advice (e.g., type of scan)?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

10. Are our waiting times for scans acceptable?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

11. Are reports sent to you within an acceptable time frame?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

12. Are reports clear, well-written, and do they answer the clinical question?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

13. Do the NM physicians actively engage in multidisciplinary meetings?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

14. Do you get feedback from the NM physicians when it is needed?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

15. Do you have confidence in the NM reports the service provides?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

16. If you ever encountered any issues or concerns regarding patient safety during a NM study, how effectively were they addressed by the facility?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

17. How satisfied are you with the level of expertise and professionalism of the NM staff?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA

18. Does the NM service provide you evidence of quality assurance of the reports (i.e., peer review)?
☐ 1    ☐ 2    ☐ 3    ☐ 4    ☐ NA
Referrer Satisfaction Survey

19. Comments?