

Patient Satisfaction Survey

Mail completed form to:

WVU Medicine Home Infusion
3040 University Ave, Suite 1400
Morgantown, WV 26505

Thank you for allowing WVU Medicine Home Infusion to provide your services. Please take a few minutes to give us your feedback on your experience. We value your comments and welcome any suggestions you may have to improve our services.

The home infusion pump was clean when it was delivered.

YES NO N/A

The home infusion pump worked properly.

YES NO N/A

The home infusion medications and supplies arrived before I needed them.

ALWAYS VERY OFTEN SOMETIMES RARELY NEVER

I knew who to call if I needed help with my home infusion therapy.

YES NO N/A

The response I received to phone calls for help on weekends or during evening hours met my needs.

ALWAYS VERY OFTEN SOMETIMES RARELY NEVER

The home infusion pharmacist informed me of the possible side effects of the home infusion medication. YES

NO

I understand the explanation of my financial responsibilities for home infusion therapy.

YES NO

Rate how often each staff was courteous and helpful

	Always	Very Often	Sometimes	Rarely	Never	N/A
Delivery Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Billing Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pharmacy Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I understand the instructions provided for:

How to wash my hands.

YES NO N/A

How to store the home infusion medication(s).

YES NO N/A

How to give the home infusion medication(s).

YES NO N/A

How to use the home infusion pump.

YES NO N/A

How to care for the IV catheter.

YES NO N/A

I was satisfied with the overall quality of the services provided.

STRONGLY AGREE AGREE UNCERTAIN DISAGREE STRONGLY DISAGREE

I would recommend this home infusion company to my family and friends.

STRONGLY AGREE AGREE UNCERTAIN DISAGREE STRONGLY DISAGREE