

Patient Satisfaction Survey Communication Services and Accessibility





To ensure patients and companions have equal access to healthcare we offer a variety of auxiliary aids and services that can be used, free of charge, during each visit.



To help us evaluate and improve our accessibility, we invite you to provide feedback by filling out the following survey.


Please check the box next to each Auxiliary Aid/Language Service Used:


Auxiliary Aids


- PockeTalker (Personal amplifier) 
- TTY/TDD 
- Big button phone 
- Door knock sensor
- Visual monitor/baby cry alarm
- Deaf/Hard of Hearing laminated door sign
- Dry erase board- writing/drawing back and forth
- Page and hand magnifiers 
- Signature guides
- Pictogram

- Closed captioning 




Language/Auxiliary Services

- Live on-site interpreters  Language?

- Telephonic interpreting  Language?

- Video Remote Interpreting (Deaf Talk) 
- CART (Communication Access Real Time Translation)
- Other: _____

Please your answer:

| |  Yes |  So-so |  No |
|---|---|---|--|
| 1. Satisfied with the quality of the aid/service? | | | |
| 2. Aid/service provided in a timely manner? | | | |
| 3. In good working order/professional? | | | |
| 4. Would you use this aid/service again? | | | |
| 5. Did this aid/service help you have a better healthcare experience? | | | |
| 6. Was the staff knowledgeable, helpful and friendly? | | | |

Comments:



Please send this survey back to: Interpreter Program Coordinator
580-590 Court Street, Keene, NH 03431

Or: dwelshman@cheshire-med.com
Voice: (603) 354-6656
VP: (603) 499-4168
TTY/TDD: (603) 354-6657



CMC/DHK has a process to address complaints or grievances through our Patient Relations Office. The Patient Relations Representative can provide more information on this process and can be contacted at (603) 354-6577. Alternatively, you or your family may also contact the Joint Commission at 1-800-994-6610 or via email at: complaint@jointcommission.org.