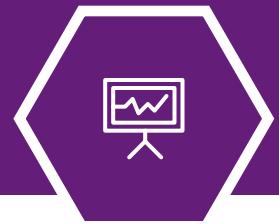


Patient Experience Survey



Patient experience is a core piece of the Quadruple Aim and should be an element of how your team evaluates the success of your telehealth program.

The sample patient experience survey below can be deployed immediately following telehealth visits. Some vendors may have the capability to host a survey on their telehealth platform.

TELEHEALTH EVALUATION FORM – PATIENT

1. This is the first time I have seen the clinician via a telehealth appointment.

Yes No

2. If telehealth were not available for my problem today, I would have...

Driven to see the clinician
 Visited a private urgent care or convenient care location
 Used a third-party telemedicine platform (e.g., Teladoc)
 Not gone to see any clinician

3. The biggest benefit of telehealth for today's appointment is...

Saving time on transportation
 Saving money on transportation
 Not having to take significant time off of work
 Not having to arrange child care in order to see my doctor
 Making it easier to see my doctor
 Increasing access to specialized care not in my local area
 Other (please specify) _____

4. The clinician was able to address my problem via the telehealth appointment.

Strongly Agree Agree Don't Know Disagree Strongly Disagree

5. Overall, I was satisfied with today's encounter.

Strongly Agree Agree Don't Know Disagree Strongly Disagree

Comments or Suggestions?
