

# 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?

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