



Lake Orion COUNSELING CENTER

Client Satisfaction Survey

**Thinking about the practitioner whom you saw on your most recent visit.
How would you rate:**

1. How prepared this practitioner was for your visit.....
Excellent ____ Very Good ____ Average ____ Below Average ____ Poor ____
2. Attention this practitioner paid to what you had to say.....
Excellent ____ Very Good ____ Average ____ Below Average ____ Poor ____
3. How well this practitioner understood your concerns.....
Excellent ____ Very Good ____ Average ____ Below Average ____ Poor ____
4. Thoroughness and competence of this practitioner.....
Excellent ____ Very Good ____ Average ____ Below Average ____ Poor ____
5. Length of time between visits with this practitioner.....
Excellent ____ Very Good ____ Average ____ Below Average ____ Poor ____

**Continuing to think about your most recent visit with this practitioner,
please rate your agreement with the following statements:**

6. This practitioner focused on achieving the goals of my counseling or treatment.....
Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA__
7. This practitioner gave me as much information as I wanted about what I could do to manage my condition.....
Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA__
8. This practitioner and other behavioral health practitioners, if any, worked as a team in coordinating my care.....
Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA__

9. This practitioner and my primary medical doctor, if involved, worked as a team in coordinating my care.....

Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA__

In regards to the counseling center as a whole, please rate your agreement with the following statements:

10. I was able to get an appointment in a short amount of time.

Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____

NA_

11. Based on my experiences at the Lake Orion Counseling Center, I would refer a friend or family member.

Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA_

12. The website was useful and easy to navigate.

Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA_

13. The facility was comfortable and clean.

Strongly Agree ____ Agree ____ Strongly Disagree ____ Disagree ____ NA_

14. All things considered, how satisfied are you with your experience at the Lake Orion Counseling Center?

Very Satisfied ____ Satisfied ____ Dissatisfied ____ Very Dissatisfied ____

In this final area please add any comments not addressed in the survey that you think would be helpful. Feel free to use the back as well. Feel free to include the name of your therapist.

Thank you for taking the time to complete our survey.