

Memorial Specialty Pharmacy Patient Satisfaction Survey

Memorial Pharmacy Services is fully committed to providing excellent service and superior patient care. Your feedback is important to us as we look to further improve all aspects of our patient experience. Thank you for your participation!

1. Overall, how satisfied are you with Memorial Specialty Pharmacy?

- Very satisfied dissatisfied
- satisfied Very dissatisfied
- Neither satisfied nor dissatisfied

"If dissatisfied or very dissatisfied" please provide further details (optional)

2. How satisfied are you with the customer service provided by the Memorial Specialty Pharmacy call center staff?

- Very satisfied Dissatisfied
- Satisfied Very dissatisfied
- Neither satisfied nor dissatisfied

3. How satisfied are you with the ability of the Memorial Specialty Pharmacy care team to provide prompt and accurate answers to your questions?

- Very satisfied Somewhat dissatisfied
- Somewhat satisfied Very dissatisfied
- Neither satisfied nor dissatisfied

4. How satisfied are you with the education provided by the pharmacist regarding your medication?

- Very satisfied Dissatisfied
- Satisfied Very dissatisfied
- Neither satisfied nor dissatisfied

5. How satisfied are you with the written drug information provided by Memorial Specialty Pharmacy?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

6. How satisfied are you with the service provided by the delivery personnel who delivered your package?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Non Applicable

"If dissatisfied or very dissatisfied" please provide further details (optional)

7. How satisfied are you with the packaging of the medication received upon your delivery?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Non Applicable

8. Please provide any further comments or information you would like to communicate: