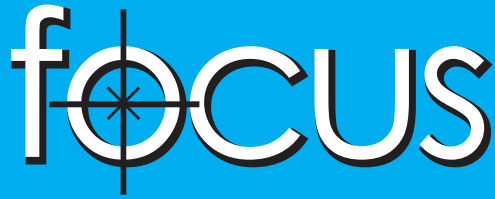


# Visiting Nurse Association of the Inland Counties



An inside look into current health care issues published by the Visiting Nurse Association of the Inland Counties

*A bimonthly publication for physicians, managed care providers, hospital discharge planners, and referral sources*

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## How are we doing?

As 2010 begins, we respectfully ask for your feedback as to how we are doing and what we might do to improve our customer service. We would appreciate your response to the following questions :

1. Is it easy to make a referral to the VNAIC?  Yes  No  n/a
2. Is the VNAIC your preferred provider for Home Health care?  Yes  No  n/a  
If no, why? \_\_\_\_\_
3. Is the VNAIC your preferred provider for Hospice care?  Yes  No  n/a  
If no, why? \_\_\_\_\_
4. Do you feel you & your patients receive personalized service from the VNAIC?  Yes  No  n/a
5. Do you get the information you need on patients you refer to the VNAIC?  Yes  No  n/a
6. Do you deal with one contact person for referrals?  Yes  No  n/a
7. Are you able to reach your Community Liaison or a contact person with ease?  Yes  No  n/a  
If yes, Name: \_\_\_\_\_
8. How recently have you utilized any of our services?  Days  Weeks  Months  Years
9. How responsive is the VNAIC to your referrals?  Excellent  Good  Fair  Poor
10. Please rate our patient care services:  Excellent  Good  Fair  Poor

***For more information or a luncheon inservice regarding any of our educational presentations on home health, hospice and related topics, please contact Toni Kisgen, Director of Business Development at (951) 318-0856 or fax this completed form to (951) 413-1323.***

Company Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Visit us at [www.vna-ic.org](http://www.vna-ic.org)**

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National Hospice and Palliative Care Organization Member

