

Please Mail Your Responses To Your Local CareSource,
or scan them to intake@caresourceok.com.

OKC: 4350 Will Rogers Pkwy, #102, OKC, OK 73108
TULSA: 1400 Southwest Expressway Driver, Broken



1. Do we typically deliver your equipment within the agreed upon time?
 Not Acceptable Fairly Acceptable Met Expectations Exceeded Expectations N/A
2. How knowledgeable, helpful, and courteous is the staff on the phone?
 Not Acceptable Fairly Acceptable Met Expectations Exceeded Expectations N/A
3. If an issue occurs, are you contacted by a delivery technician or other staff member informing you of the issue in a timely manner?
 Not Acceptable Fairly Acceptable Met Expectations Exceeded Expectations N/A
4. Is equipment delivered clean and in sufficiently working manner?
 Not Acceptable Fairly Acceptable Met Expectations Exceeded Expectations N/A
5. How difficult is it to obtain your medical equipment service?
 Very Difficult Fairly Difficult Met Expectations Exceeded Expectations N/A
6. Would you feel comfortable recommending our service or equipment to others?
 Not Likely Fairly Likely Yes, definitely N/A
7. When you encounter our staff, *in person or on the phone*, are you treated with respect and in a professional manner?
 Not Acceptable Fairly Acceptable Met Expectations Exceeded Expectations N/A
8. Are your afterhours/on-call needs being met?
 Not Acceptable Fairly Acceptable Met Expectations Exceeded Expectations N/A
9. Would you like someone to call you regarding your comments? If so, please provide a number and contact name.
 Yes *NAME:* _____ *PHONE:* _____
 No
10. Please share any comments or suggestions you may have that would allow us to serve you and other customers better:

Thank you for sharing your responses with us! With your feedback, CareSource is able to constantly make improvements to better our service for you and your patients.