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6. Customer service and respect

Poor	Below Average	Average	Above Average	Excellent	N/A
☐	☐	☐	☐	☐	☐

7. Healthcare plan/treatment explanation

Poor	Below Average	Average	Above Average	Excellent	N/A
☐	☐	☐	☐	☐	☐

8. Confidential setting

Poor	Below Average	Average	Above Average	Excellent	N/A
☐	☐	☐	☐	☐	☐

9. Purchased and Referred Care (PRC) Policy Explanation

Poor	Below Average	Average	Above Average	Excellent	N/A
☐	☐	☐	☐	☐	☐

10. Communication of NMPH staff changes/policy updates

Poor	Below Average	Average	Above Average	Excellent	N/A
☐	☐	☐	☐	☐	☐

11. Culturally competent/responsive care

Poor	Below Average	Average	Above Average	Excellent	N/A
☐	☐	☐	☐	☐	☐

12. Is there anything you would like us to know?

You may contact the Patient Advocate directly if you would like to submit a patient comment

Aillia Wilson

direct line: (208)621-5009 or Email: patientadvocate@nimiipuu.org

You may also contact

McCoy Oatman Quality Improvement/Risk Manager

Phone: (208)843-2271 ext. 2857 Email: mccoyo@nimiipuu.org

