

## 2022 Client Satisfaction Survey

April 21, 2022

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Pacific Diagnostic Laboratories is conducting a survey to understand your experience and satisfaction with the quality of the service we provide. Your response will help shape important decisions made by our organization and assists the organization to enhance the quality of our laboratory.

The survey should take less than 5 minutes to complete. Please note that your response is private and confidential. Individual respondents will not be identified in any data or reports. We would appreciate it if you completed and returned the survey by April 30th.

If you have any questions about this survey or would like further information, please call your PDL Sales Representative.

Thank you for your trusted input and involvement.

### FREQUENTLY ASKED QUESTIONS

#### ***How do I access the survey?***

- Enter the survey link in the URL bar of your browser:  
<https://www.surveymonkey.com/r/757WHWN>
- Or call your PDL Sales Representative

#### ***Can I complete a paper survey rather than online?***

Yes. Contact your PDL Sales Representative for a paper copy of the survey, but keep in mind taking the survey online takes less than 5 minutes.

#### ***What does PDL do with the survey results?***

Our goal at PDL is to continue to improve our service to you and your patients. The survey results are reviewed by our leadership to assess ways to enhance our service.

FOR MORE INFORMATION PLEASE CONTACT PDL CLIENT SERVICES AT 805-879-8100