

**Your feedback is important to us.**

At ABC Health Center, our goal is to create joy and peace of mind by providing the care you need in a manner that exceeds your expectations. Towards XXXX, XX XXXX (Date) you will be contacted by a third-party customer service partner, NRC Health, to tell us about your experience in a survey via your phone and/or email.

The survey is short and concise. Below is an example of one of the questions you’ll be asked:

**“How likely would you be to recommend this facility to your family and friends?”**

A score between 0-6 tells us your experience was not great, scores 7-8 was okay, and

scores of 9 and 10 tells us you had a great experience.

Chart

Description automatically generated

Diagram

Description automatically generated with medium confidence