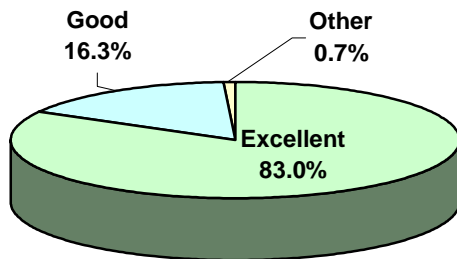
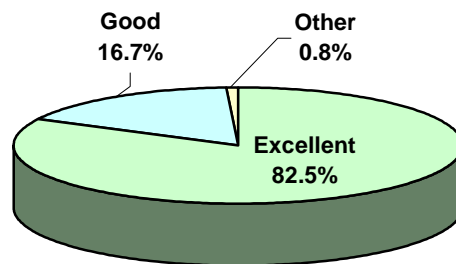


# L & S Customer Satisfaction Survey Results

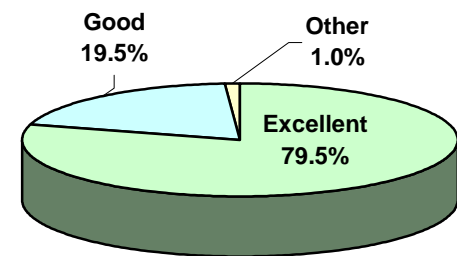
## Employee Courtesy



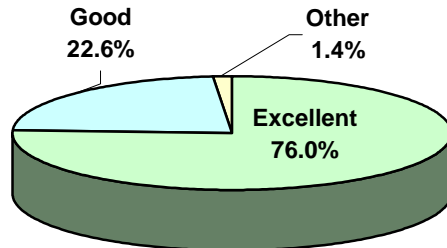
## Staff Helpfulness



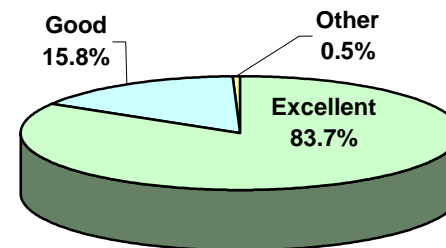
## Assistance Obtaining Needed Information



## Availability



## Overall Service



Data from the 1,481 returned patient surveys.  
Approximately 12% of our customer satisfaction surveys are returned.

As of 1/22/2007