



## Guía de instrucciones: Encuesta de satisfacción del cliente

Comience iniciando sesión en el portal del paciente de RACS.

En el menú del lado izquierdo, seleccione **“Forms” (Formularios)**. Luego haga clic en **“Start” (Iniciar)** junto a **“Satisfaction Survey” (Encuesta de satisfacción)**.

The screenshot shows the patient portal interface. On the left is a vertical menu with options: Home, Activity Log, Attachments, Clinical Summary, Clinical Support, Contacts and Family, Diagnoses, **Forms** (highlighted with a red circle and arrow), Insurance, Lab Tests and Results, Medical Information, Medications, and Messages (with a notification badge). The main content area is titled "MH OP Test's Forms" and contains a table with the following data:

Name	Visit Type	Visit Date	Submitted On	Submitted By	Action
PHQ9					<a href="#">START</a>
Satisfaction Survey					<a href="#">START</a>
Release of Info					<a href="#">CONTINUE</a>
Satisfaction Survey			07/21/2025 03:36:49 PM	MHTest	<a href="#">VIEW PDF</a>
Satisfaction Survey			02/10/2026 01:48:30 PM	MHTest	<a href="#">VIEW PDF</a>

Aparecerá un mensaje explicando el propósito de la encuesta. Después de leer la información, haga clic en **“Next” (Siguiete)** en la parte inferior de la pantalla.

The screenshot shows the "Satisfaction Survey / About this survey:" page. The left menu is the same as in the previous screenshot, with "Forms" highlighted. The main content area contains the following text:

The purpose of this survey is to collect feedback from clients and/or their authorized representatives about their experience at RACS. We will use the data we collect from this survey to inform agency leadership about our clients' experiences at RACS. Your responses to this survey are just as confidential as other information you share with our staff. Additionally, this survey is optional and it is completely up to you whether or not you respond to it. Your access to services at RACS will not be affected by either your decision to participate in the survey or your specific responses to the survey. We will only use your responses to try to better understand and improve upon our services. Thank you for your participation and we look forward to receiving your feedback!

At the bottom right of the page, there is a "NEXT >" button, which is circled in red with an arrow pointing to it.



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Seleccione una de las casillas para confirmar **que ha sido informado(a) sobre la encuesta y acepta participar**, o **que decide no participar en este momento**.

Después de hacer su selección, haga clic en **“Next” (Siguiente)**.

This screenshot shows the 'Informed Consent' step of a satisfaction survey. On the left is a navigation menu with 'Forms' highlighted. The main content area has a title 'Satisfaction Survey / Informed Consent' and a progress bar. Below the title, there are two radio button options. The first option is selected and highlighted in yellow, with text: 'By checking this box, I confirm that I have been informed about this survey and I give my consent to participate.' The second option is unselected and also highlighted in yellow, with text: 'By checking this box I choose NOT to participate in this survey. ( If you select this box please submit your survey form at this time)'. At the bottom, there are two buttons: '< PREVIOUS' and 'NEXT >'. A red arrow points to the 'NEXT >' button, which is circled in red.

La siguiente pantalla mostrará las instrucciones sobre cómo completar la encuesta. Una vez que haya revisado las instrucciones, haga clic en **“Next” (Siguiente)**.

This screenshot shows the 'Instructions' step of the satisfaction survey. The navigation menu on the left has 'Forms' highlighted. The main content area has a title 'Satisfaction Survey / Instructions' and a progress bar. Below the title, there is a paragraph of text providing instructions for completing the survey. At the bottom, there are two buttons: '< PREVIOUS' and 'NEXT >'. A red arrow points to the 'NEXT >' button, which is circled in red.



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Para responder a la pregunta, haga clic en el menú desplegable que dice **“Select an answer” (Seleccione una respuesta)**. Después de elegir su respuesta, haga clic en **“Next” (Siguiente)**.

This screenshot shows a web interface for a satisfaction survey. On the left is a vertical navigation menu with items like Home, Activity Log, Attachments, Clinical Summary, Clinical Support, Contacts and Family, Diagnoses, Forms (highlighted in blue), Insurance, Lab Tests and Results, and Medical Information. The main content area is titled "Satisfaction Survey / Amount Helped" with a yellow highlight. Below the title is a progress bar. The question asks, "In the last 12 months, how much were you helped by services you received from RACS?". Below the question is a dropdown menu with the text "Select an answer" and a downward arrow. A red circle highlights this dropdown menu, with a red arrow pointing to it from the left. Below the dropdown are two buttons: "< PREVIOUS" on the left and "NEXT >" on the right. The "NEXT >" button is circled in red, with a red arrow pointing to it from the right.

Para proporcionar comentarios individuales, escriba sus observaciones en el cuadro de texto correspondiente. Cuando haya terminado, seleccione **“Review Your Answers” (Revisar sus respuestas)**.

This screenshot shows the next step in the survey. The navigation menu on the left is the same. The main content area is titled "Satisfaction Survey / Individual Feedback" with a yellow highlight. Below the title is a progress bar. The question asks, "Feel free to type any feedback you have for RACS regarding your experience and/or satisfaction with our services:". Below the question is a large text input field, which is highlighted with a red rectangular box and a red arrow pointing to it from the top right. Below the input field are two buttons: "< PREVIOUS" on the left and "REVIEW YOUR ANSWERS >" on the right. The "REVIEW YOUR ANSWERS >" button is circled in red, with a red arrow pointing to it from the top right.



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Después de revisar sus respuestas, proporcione su firma utilizando el mouse o la pantalla táctil. Si es necesario, seleccione **“Reset Signature” (Restablecer firma)** para intentarlo nuevamente. Cuando haya completado este paso, seleccione **“Submit” (Enviar)** en la parte inferior de la pantalla.

A screenshot of a digital form interface for signing. At the top, the text "Use your mouse or touch screen to draw your signature:" is displayed above a rectangular drawing area. Inside this area, a thick yellow line forms a large, loopy signature. Below the drawing area is a horizontal line with the text "MH Test" underneath it. Below the drawing area are three buttons: "< PREVIOUS" on the left, "RESET SIGNATURE" in the center, and "SUBMIT" on the right. Two red arrows point upwards from the bottom of the page towards the "RESET SIGNATURE" and "SUBMIT" buttons.