



## How-to Guide: Client Satisfaction Survey

From the left-hand menu, select **“Forms.”** Then click **“Start”** next to **“Satisfaction Survey.”**

A screenshot of a web application interface. On the left is a vertical menu with items: Home, Activity Log, Attachments, Clinical Summary, Clinical Support, Contacts and Family, Diagnoses, Forms (highlighted in blue and circled in red), Insurance, Lab Tests and Results, Medical Information, Medications, and Messages (with a '5' in a circle). The main content area is titled "MH OP Test's Forms" and contains a table with columns: Name, Visit Type, Visit Date, Submitted On, Submitted By, and Action. The table has four rows. The second row, "Satisfaction Survey", is highlighted in yellow. A red arrow points from the "Forms" menu item to the "START" button in the "Action" column of this row. Another red arrow points from the "START" button to the "START" button in the "Action" column of the first row, "PHQ9".

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

A prompt will appear explaining the purpose of the survey. After reading the information, click **“Next”** at the bottom of the screen.

A screenshot of a web application interface showing a survey introduction page. The left menu is the same as in the previous screenshot, with "Forms" highlighted. The main content area is titled "Satisfaction Survey / About this survey:". Below the title is a paragraph of text explaining the survey's purpose: "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!". A "Progress" indicator is visible in the top right. At the bottom right, a "NEXT >" button is circled in red, with a red arrow pointing to it from above.

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Please select one of the checkboxes to confirm either: that you have been informed about this survey and consent to participate, or that you choose **not** to participate at this time. After making your selection, click **“Next”** at the bottom.

This screenshot shows the 'Informed Consent' step of a satisfaction survey. On the left is a 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, Medical Information, Medications, Messages (with a '5' notification), and Payments. The main content area is titled 'Satisfaction Survey / Informed Consent' and includes a progress bar. The text asks the user to select an option: 'By checking this box, I confirm that I have been informed about this survey and I give my consent to participate.' (with an unchecked checkbox) and '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)' (with an unchecked checkbox). At the bottom, there are '< PREVIOUS' and 'NEXT >' buttons. A red arrow points to the 'NEXT >' button, which is circled in red.

The next screen will provide instructions on how to complete the survey. Once you have finished reviewing the instructions, click **“Next.”**

This screenshot shows the 'Instructions' step of the satisfaction survey. The navigation menu on the left is similar to the previous screen, but 'Forms' is no longer highlighted. The main content area is titled 'Satisfaction Survey / Instructions' and includes a progress bar. The text thanks the user for taking the survey and provides instructions on how to answer the questions, including a scale from 1 (Not at all) to 4 (A lot). At the bottom, there are '< PREVIOUS' and 'NEXT >' buttons. A red arrow points to the 'NEXT >' button, which is circled in red.



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To answer the prompt, click the drop-down menu labeled **“Select an answer.”** After selecting your response, click **“Next.”**

This screenshot shows the 'Amount Helped' question in the satisfaction survey. On the left is a navigation menu with options like Home, Activity Log, Attachments, Clinical Summary, Clinical Support, Contacts and Family, Diagnoses, Forms (highlighted), Insurance, Lab Tests and Results, and Medical Information. The main content area is titled 'Satisfaction Survey / Amount Helped' and contains the question: 'In the last 12 months, how much were you helped by services you received from RACS?'. Below the question is a drop-down menu with the text 'Select an answer'. A red circle highlights this menu, with a red arrow pointing to it. Below the question are two buttons: '< PREVIOUS' and 'NEXT >'. The 'NEXT >' button is circled in red, with a red arrow pointing to it from the right. A progress bar is visible in the top right corner.

To provide individual feedback, type your comments in the text box provided. When finished, select **“Review Your Answers.”**

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



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After reviewing your responses, please provide your signature using your mouse or touchscreen. If needed, select “**Reset Signature**” to try again. When complete, select “**Submit**” at the bottom of the screen.

A screenshot of a digital signature screen. 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 signature is drawn. Below the drawing area is a text input field containing the text "MH Test". Below the input field is a button labeled "RESET SIGNATURE". To the left of the "RESET SIGNATURE" button is a button labeled "< PREVIOUS". To the right is a button labeled "SUBMIT". A red arrow points upwards from the bottom center towards the "RESET SIGNATURE" button, and another red arrow points upwards from the bottom right towards the "SUBMIT" button.