

**OPERATIONAL FORCES MEDICAL LIAISON SERVICE CUSTOMER SURVEY
INDIVIDUAL SAILOR OR MARINE**

1. In the last 12 months, have you needed medical services outside of those available on your ship, in your squadron, or with your unit?

- Yes *If yes, answer numbers 2 and 3*
 No

2. In the last 12 months, have you experienced a problem obtaining a consult to the medical services that you needed?

- An appointment scheduled incorrectly or not quickly enough
 A problem with the treatment, medicine, or doctor's care
 No problem

3. How would you rate the care you received in the last 12 months from all doctors and other providers?

Use any number from 0 to 10 where 0 is the worst health care possible, and 10 is the best health care possible.

- 0 Worst health care possible
 1
 2
 3
 4
 5
 6
 7
 8
 9
 10 Best health care possible

Is there any additional information you would like to share?

Thank you for completing this survey. We plan to use your input to make improvements. If you would like a response to your answers please provide your name, telephone number and address.

OPERATIONAL FORCES MEDICAL LIAISON SERVICE CUSTOMER SURVEY
MEDICAL DEPARTMENT REPRESENTATIVE

1. In the last 3 months, did you call a Medical Treatment Facility's Fleet Liaison or Operational Forces Medical Liaison Service (OFMLS)?

- Yes, answer numbers 2 and 3
 No, skip to number 4

2. In the last 3 months, were you able to get the help you needed when you called the OFMLS during regular office hours?

- Yes
 Partial help (please explain)
 No (please explain)
 I didn't call for help or advice during regular office hours in the last 3 months

3. In the last 3 months, were you able to get the help you needed when you called the OFMLS outside of regular office hours?

- Yes
 Partial help (please explain)
 No (please explain)
 I didn't call for help or advice outside regular office hours in last 3 months

4. In the last 3 months, have you called or e-mailed your OFMLS with a complaint or problem?

- Yes, answer number 5 and 6
 No, skip to number 7

5. How quickly was your need or problem resolved?

- Same day
 2 days
 3-4 days
 1 week
 More than 1 week
 I am still waiting for it to be settled. (Skip to number 7)
 I haven't called or written with a complaint or problem in the last 3 months.

Enclosure (2)

