Customer Survey

Please help us help you. By providing us an accurate, timely account of how we are serving you, we will be able to ensure all services meet or exceed your expectations. We value your suggestions and continually work to achieve your 100% satisfaction. Thank you for your time and support.

Name **Title** **Facility Name**

Territory Manager **Date**

Please rate the extent to which you agree with each statement (A- Agree **N**- Neither Agree or Disagree **D**- Disagree)

Territory Manager

- My Territory Manager responds in a timely manner.
- My Territory Manager is knowledgeable and likable.
- My Territory Manager brings value to my organization.

Comments regarding my Territory Manager:
What can they do to improve?

Customer Care Professional

- My Customer Care Professional is easy to reach.
- My Customer Care Professional responds in a timely manner.
- My Customer Care Professional is knowledgeable and likable.

Comments regarding my Customer Care Professional:
What could they do to improve?

Ordering/Delivery

- I find it easy to place orders with Professional Medical.
- I receive my deliveries in a timely and acceptable manner.
- The driver is courteous in providing inside delivery.
- I feel my orders are accurate and complete.

Comments regarding Ordering/Delivery:
How can we improve?

Returns

- My returns and pick-ups are processed efficiently.

If you do not agree, please select all that apply.

- ☐ It takes a long time to get a call back when trying to do a return.
- ☐ I told my TM/CCP we had a return and nothing happened.
- ☐ I spoke with the Returns department and nothing happened.
- ☐ I spoke with the Returns department and was sent an RMA but no one ever came to pick it up.
- ☐ I told the PME driver that we had an RMA for return and he wouldn't take the product.
- ☐ I told the LTL driver that we had an RMA for return and he wouldn't take the product.

Please explain:

Professional Medical Website

- I enjoy and utilize www.promedsupply.com website.
- The ProMed website is user friendly.
- I would enjoy additional training on the website.
- I use the website tools in addition to placing orders.

Comments regarding www.promedsupply.com:
What can we improve?

ProMedB/Accounts Receivable (A/R)

- My ProMedB specialist is easy to reach.
- My ProMedB specialist responds in a timely manner.
- The A/R department is easy to work with.
- The A/R department is friendly, responsive and professional.

Comments regarding ProMedB:
What can they do to improve?

ProMed Programs & Services

Programs & Services	We currently utilize this program		We would like to learn more about this program	
ProMedB Blemish-Free Medicare Part B Billing	Yes ☐	No ☐	Yes ☐	No ☐
Compliance Incontinence Management Program	Yes ☐	No ☐	Yes ☐	No ☐
promedsupply.com—Online Ordering, Clinical Documentation	Yes ☐	No ☐	Yes ☐	No ☐
Resource for Windows/Service Bureau—Ancillary Billing Systems	Yes ☐	No ☐	Yes ☐	No ☐
Loan to Own—Save Money by Owning Equipment vs. Renting	Yes ☐	No ☐	Yes ☐	No ☐
ProMed Automatic Payment Program—Pay Invoices Electronically	Yes ☐	No ☐	Yes ☐	No ☐
QuickRounds—Wound Software Management Program	Yes ☐	No ☐	Yes ☐	No ☐
Compliance Continuing Education Program	Yes ☐	No ☐	Yes ☐	No ☐

Are there other products, programs, services or ideas you desire from ProMed?

Are there any products you currently purchase from other vendors that you would like us to quote for you?

Submit Using a Desktop Email Application (such as Microsoft Outlook)

Please click the "Save & Submit" button below. You will first be prompted to save. Please save using the following file format: **facilityname_lastname.pdf**. On the next screen, you will be prompted to select "Submit Via." Select "Desktop Email Application." A new email will open with the mail-to address and subject filled out and the PDF attached. Just click "Send" to submit your survey. Thank you.

SAVE & SUBMIT

Submit Using an Internet Email Service (such as Yahoo or Gmail)

Please click the "Save & Submit" button below. On the next screen, you will be prompted to select "Submit Via." Select "Internet Email Service." You will then be prompted to save. Please save using the following file format: **facilityname_lastname.pdf**. After saving, you will need to open your email service in an Internet browser. Please attach the saved PDF, include your name and facility in the subject line and email your survey to **custsurvey@promedsupply.com**. Thank you.

SAVE & SUBMIT

Professional Medical, Inc.
A Tradition of Quality, Value, & Trusted Service Since 1968

1917 Garnet Ct. New Lenox, IL 60451 ▪ 800.648.5190 ▪ fax 866.726.7416 ▪ promedsupply.com

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We make improving care easier!

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