

Horizon Healthcare Customer Satisfaction Surveys

In 2006, the Horizon team is aiming to raise our customer care to a level approaching excellence. To that end, we are sending out a satisfaction survey within a week after each support call/email/fax/visit that any client has with one of our technicians. The survey is very short and simple, and delivered by email. We anticipate it will take less than a minute to click your responses and return the survey to us. By making it quick and easy for you to give feedback, we are hopeful that you will participate fully and regularly in this new satisfaction survey project.

A few instructions and hints:

- ◆ Every support issue will generate a survey email. The survey will list the date and time of the initial contact, the name of the person at your agency who called or sent the email, and a brief description of the problem or question.
- ◆ If you receive a survey at your email address that lists a support contact for one of your co-workers, it is because we don't have an email address in our call tracking system for that person. If you'd prefer not to get their surveys, please let us know a better address that we can use for them in the future.
- ◆ There may be multiple surveys generated when several enhancement requests were submitted in the same call or email. We need to track them separately to know which ones are completed.
- ◆ The surveys will be sent on a regular basis, perhaps as soon as the same day of the contact but typically no later than a week following the contact.
- ◆ The survey will be embedded in the body of the email as HTML - which basically means it will look like a website, including Horizon's logo at the top, plus buttons, checkboxes, and drop-down lists like you see on the internet.
- ◆ After answering the brief questionnaire by clicking on the appropriate responses, you will return your feedback to us by clicking the "Submit" button at the bottom of the survey. We won't get your response if you "reply" to the message and then "send" it like a normal email. Your survey will only be evaluated and processed when you click the "Submit" button.
- ◆ If you have your email software (such as Outlook or Outlook Express) set to view all messages as "plain text", you won't see the survey in the email as described here. You might see the words "My Questionnaire", or you might see some of the text of the survey but no buttons, no Horizon logo, and no checkboxes. If this happens, please don't just ignore the survey! All you need to do is highlight the message, then click "View" on the menu at the top of the screen, and then select "Message in HTML". This will temporarily override the text-only setting and let you fill out and return the survey.
- ◆ Hotmail will always include the survey as an attachment. If you use Hotmail, just open the survey attachment, click your answers, and click Submit.
- ◆ If you receive a survey that relates to a co-worker's support contact with Horizon and want to forward it to them, take care not to alter the contents of the survey or delete any of the fields or buttons on the page. Just forward and send without changing anything. When the survey email is forwarded, Outlook will go into "edit mode"; you will see several control fields at the top, and you'll be able to change the information or delete any of the items on the survey page. Any alteration will prevent the eventual receiver from being able to successfully complete the survey, so be sure not to alter the message or try to complete the survey when in this edit/forward mode.
- ◆ All survey emails are scanned by our Symantec antivirus software before they are sent.
- ◆ There may be unexpected situations where email systems are not able to handle the survey message in the format that we are sending. If you encounter any difficulty opening, filling out, or returning the survey, please let us know. We'll try to make other provisions for your agency to give us this vital feedback.

Horizon's staff is committed to providing excellent customer service and we can only know if we're moving in that direction if we have your feedback along the way. Thanks in advance for taking those extra minutes to share your input that will help us to serve you better!